

TELFORD
CRISIS
SUPPORT

2020 report

INTRODUCTION

Ollie Locker | **Operations manager**

We came into the new year ready to face any challenges that were to come our way but little did we know about what was about to happen across the world that would have a huge impact on our services.

By the end of February we had already distributed 805 emergency food parcels which was a 37% increase in demand compared to the same period in 2019 (587 parcels)

When the first lockdown in March was announced, we were 70% of the way through major refurbishment works at our hub which meant we were essentially homeless and we had lost all of our volunteers due to shielding and self isolation advice.

With the help of the Hub on the Hill team at Sutton Hill, we were given a community hall to use so we could still carry out our services whilst social distancing. We also had fantastic support from Bournville village trust and Go carz Telford to make home deliveries to residents who were having to shield, self isolate or had symptoms of Covid-19. Telford Interfaith council also provided vital out of hours and weekend delivery services.

Community support this year has been needed more than ever. Our most sincere thanks go out to all of the businesses, clubs, schools, community projects, funding partners, supermarkets, suppliers and Telford and Wrekin council for your ongoing support.



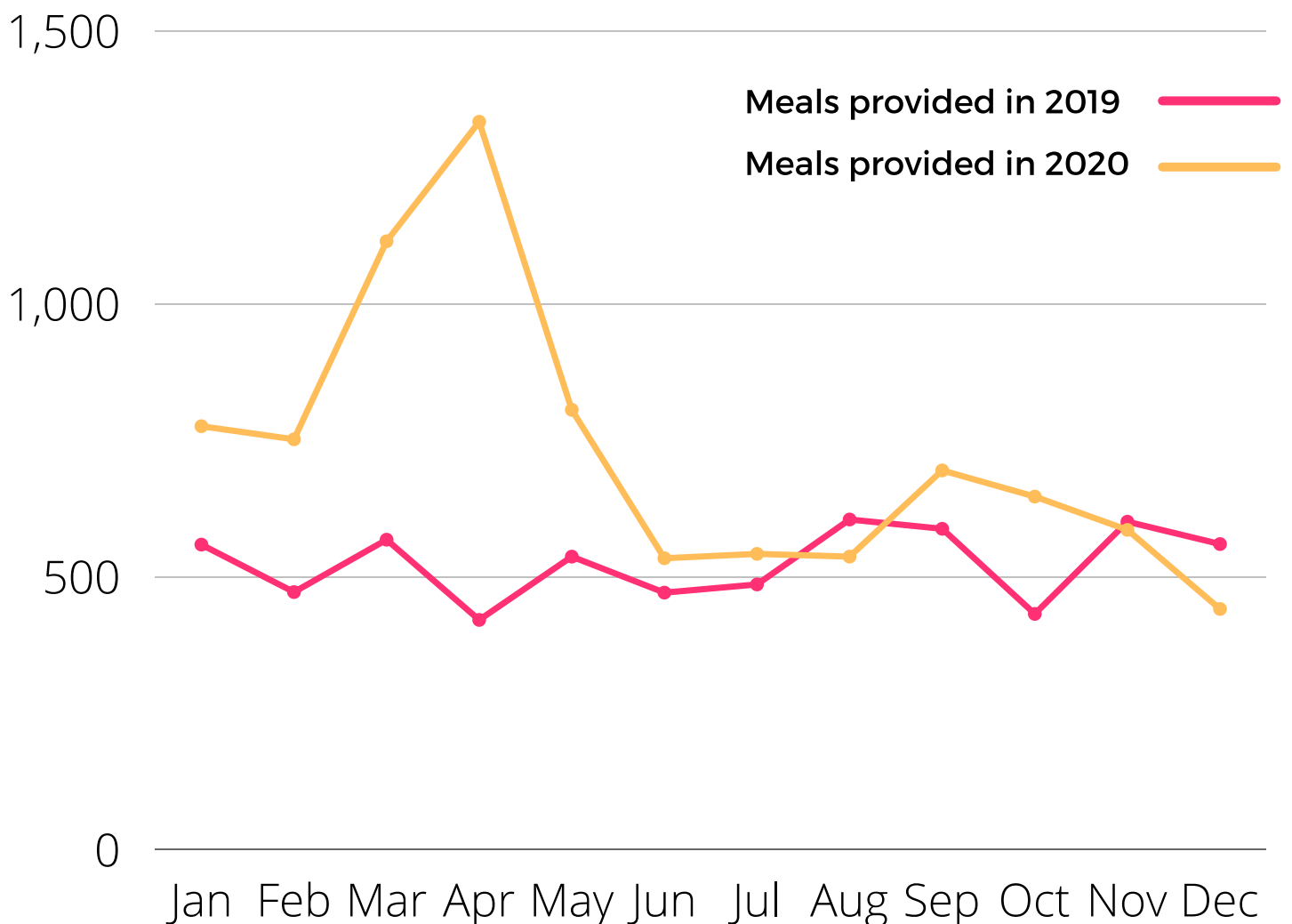
THE FIGURES

April 9th marked 100 days into the new decade. At this stage we had distributed 1352 emergency food parcels (51% more than 2019) given out 26442 meals & fed 2938 adults and children.

By the end of May, demand for food parcels dropped by 19%.

Throughout the summer monthly food parcel figures never dropped below 300, but remained steady thanks to schemes such as breakfast clubs and vouchers supported by Telford and Wrekin council. Almost 100,000 breakfasts have been provided since June this year to children registered on free school meals.

Meals provided by Telford Crisis Support



KEY FACTORS THAT HAD AN IMPACT ON SERVICE DELIVERY

1. Increased demand across the Telford and Wrekin area
2. Reductions in donations as peoples shopping habits were changing and online delivery slots became increasingly difficult to book
3. A number of our regular volunteers were self-isolating or were within the high risk category so are unable to volunteer.

THE COVID EFFECT

People find themselves in need of support from food banks for many reasons such as redundancy, new benefit claims, family breakdowns, Debt and job losses just to name a few.

As well as the many, many complex and difficult situations people face in their day to day lives, we now had a new factor to come to terms with adding to an already heavy workload for our team. Out of all of the cases in 2020, we linked over 1000 referrals to those needing support due to Coronavirus, Covid-19, self isolation, furlough, or shielding.

You may ask how coronavirus could effect someones budgeting, well when the panic buying started, those who had the means to were able to buy the cheaper brand items in bulk leaving the high ticket and expensive brands on the shelves. Across a weekly shop, the difference in price for buying the higher ticket items adds up, and this is detrimental if you have strict food budgets.

Here's the comparison in price for a handful of essential items:

Basic Soup 45p	Heinz soup £1
Basic Beans 29p	Heinz Beans 85p
Basic Penne 45p	Napolina Penne £1
Basic Pasta sauce 52p	Dolmio Pasta sauce £1.49
UHT milk 50p	Fresh milk 80p
Corn flakes 450g 54p	Kellogg's Corn flakes 450g £1.89
4 toilet rolls £1.39	4 Andrex toilet rolls £2.25
Tinned Chilli/curry £1.50	Ready meal fresh Chilli/curry £2.10
Basic loaf of bread 45p	Kingsmill loaf of bread £1.05
Total = £6.09	Total = £12.43

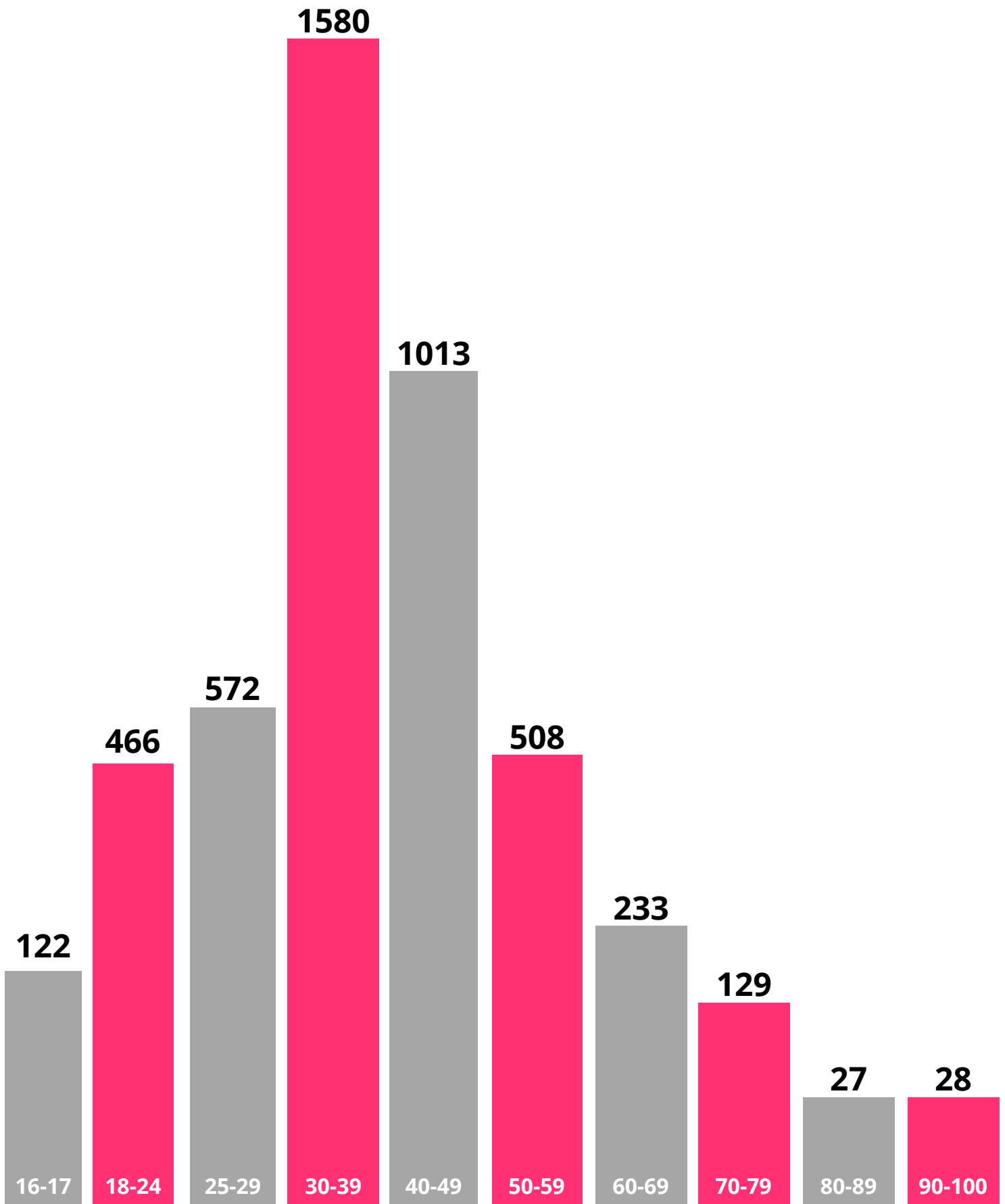
This would mean for roughly a basket of groceries you're having to find an extra £6.34. For anyone working zero hours or low paid work that extra £6.09 is fuel in the car, a bus ticket, some gas or electricity on the meter or mobile phone top up.

CAUSE OF CRISIS

Putting covid-19 to one side, these are all of the causes of crisis linked to the need for food parcels. Each number represents how many parcels in 2020 were linked to each cause of crisis.

Benefit delay	263
Not entitled to Benefits	123
Benefit refusal	15
Benefit sanction	64
Benefit shortfalls	1919
New UC claim	205
Benefit transition	32
Income shortfall	147
Benefits stopped	63
Debts	283
Redundancy/Job loss	107
Family breakdown	68
Domestic abuse	73
Health issues	512
Baillifs	4
Homelessness	424
Unexpected additional needs	313

AGE OF APPLICANTS



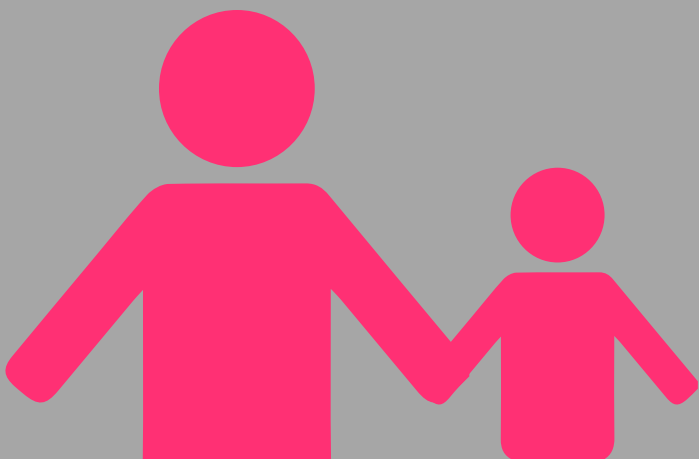
EMPLOYMENT STATUS

184 applicants were in full or part time work

Over 500 referrals were needed because of health issues

2749 applicants were in receipt of Universal credit

Telford Crisis Support supported 6305 adults and 3441 children in 2020



FUNDING AND SUPPORT

The period between March and May typically wouldn't be a busy time for the Foodbank when compared for example to Christmas and the Summer holidays.

In 2019 during this three month period we provided 853 emergency food parcels. Between March and May in 2020 we provided 1700 which means we provided double the number of food parcels than we would have expected.

To keep up with demand we focused our funding efforts on purchasing food in bulk, rent and storage, equipment, logistics and strengthening our relationships with our suppliers and stores alike.

Our most heartfelt thanks goes out to the following organisations, businesses and groups that supported us during the most difficult moments of 2020,



CLOSING STATEMENT

The impact of COVID 19 has impacted the way we deliver our service in many ways such as parcel distribution, one on one support moving online and new working practices at our hub to ensure the safety of our volunteers and core team.

The reasons as to why people need our help have been complex. We've had referrals from families who've had the primary earner losing secure employment and yes the furlough scheme helped many people, those who are self employed for example or on a reduced income have found themselves making referrals to us for the first time.

We have to praise the community that we have in Telford and Wrekin as donations did not drop off, in fact they **increased** every week. From a local play centre adapting to open as a drop off point, to drive through donation points where bags of shopping are taken from your car to supermarkets making bulk buy services available, we kept up with demand thanks to so many different and creative ideas and initiatives.

Throughout 2020 Telford Foodbank did not close. This is testament to our teams ability to adapt and face new challenges at a moments notice. in April alone we managed to distribute over 13,000 meals to families in Crisis in Telford and Wrekin.

The year ended with a drop in demand with December being the only month of 2020 where we fed less than 500 adults and children. We still have some tough months ahead in 2021 but we're certain that we've become more resilient, more adaptable and creative as a response to the many challenges the past 12 months has put in our way.