



# TOGETHER FOR CHANGE

OUR STRATEGIC PLAN 2020-2025



# WELCOME

Last year, food banks in the Trussell Trust network provided a record 1.9 million three-day emergency food parcels to people in crisis, and in the last five years need has risen by a shocking 74% across the UK.

This simply isn't right. The food banks in our network are extraordinary, and their support for their communities is inspiring. But that kind of support shouldn't be necessary. We stand on the edge of a precipice, with a clear decision to make. Either we accept food banks as a 'new normal', or we work to create a more dignified, more compassionate, and more just society where everyone has enough money for the essentials.

We know our goal is ambitious and that we can't get there alone – but by working Together for Change, we believe it is achievable.

**Emma Revie, CEO of the Trussell Trust**



# OUR VISION

Our vision is for a UK without the need for food banks.

We say this because we believe that it's not right that anybody should need to use a food bank to get by.

## OUR VALUES



### COMPASSION

This motivates us to stand alongside people in crisis and provide support and care for individuals.



### JUSTICE

This drives us to insist that it is not right that somebody should experience hunger or poverty, and take action to change this.



### COMMUNITY

As people, we are all interconnected, and because of this we have a responsibility to support one another.



### DIGNITY

We recognise the value of every individual, prioritising other people's needs and concerns in the spirit of friendship.

Our values underpin everything we do. It isn't right that anyone should experience hunger or poverty, and we know we all have a responsibility to stand alongside people in crisis.

*“The food bank was a life-saver, honestly. They gave me hope when I had lost all hope. It’s not just the food but the all-round care. I remember standing at their door crying because things had dropped so low. But the food bank was a safe and welcoming place. Thank you.”*

**Chris, a person who has used a food bank**



Quotes and images are not linked.



*“Many of the people we see come to us at their lowest, so it’s vital that we treat them with dignity and compassion. We try to do that by listening to their stories, treating everyone as an individual with unique problems and lives. Quite often, the act of kindness and listening is enough – the value of being heard cannot be underestimated as it increases the sense of self-worth. We’re dedicated to walking alongside the people who need our help, and cheering them on to find solutions and, to me, this is the essence of treating someone with dignity.”*

**Bournemouth Foodbank**

# WHY WE NEED CHANGE



**1.9 MILLION**

food parcels distributed in 2019/20, a 74% increase in five years.



After paying rent, people who referred to food banks have on average just

**£50 A WEEK**

for all other essential costs like food, travel, clothing, and bills.



**88%**

of the public think hunger is a problem in the UK.

*“It’s emotional feeling like you’ve literally hit the bottom, that you have to depend on other people to feed your kids. It’s really sad. But if I wasn’t here, they couldn’t be fed, and I’m not doing that to them. I’m on Universal Credit, but it doesn’t seem to be lasting. I’m very good with money, I’ve always been good. But once the money’s come in, half of it goes on the rent, then another lump goes on the council tax, and then you’ve got to do gas and electric. I’ve cut down all bills but it’s still not stretching far enough.”*

Carey, a person who has used a food bank

*“Sometimes, there’s no work. It’s very stressful because you’re working – caring for vulnerable people – and at the same time you’re thinking: why is life so difficult? How can I manage? You’re trying, you want to work, but at the same time you’re getting peanuts. It’s just going into bills and bills and if you’re not careful you’re sliding into debt.”*

Verona, a person who has used a food bank

# THE IMPACT OF COVID-19

There was an 89% increase in need for emergency food in April 2020 (compared to the same month in 2019). The storm caused by the pandemic has swept more and more people into destitution.

This rise in need makes us more determined than ever to work towards a future where nobody needs to use a food bank.

*"I just wanted to say thank you so much for your assistance in getting me a food parcel. I would like to pass my thanks on to the people who delivered it too. I reached out for help in the morning and by the afternoon I had received it. How lucky I am to live in this country where food is delivered to those who can't afford it."*

**Mark, who used our Citizens Advice helpline during the pandemic**

*"We couldn't have kept going during this time of crisis without our team of volunteers. They come in smiling every day, staying positive and serving people in crisis when we are all in a time of difficulty ourselves. It is heartwarming to see."*

**Project Manager at Vale Foodbank**



# OUR PRIORITIES FOR THE NEXT FIVE YEARS

To address the issues forcing people to use food banks, we're prioritising three areas of work: changing communities, changing policy, and changing minds.

All three are connected, but require different skills, actions, and approaches. They're like the hands (communities), head (policy), and heart (minds) and will be most effective if they work together.

*"I felt I had no choice but to turn to the food bank for help. It made me appreciate how easy it is for any of us to find ourselves in the position of poverty. I think it's a true shame that in the UK in 2020 we are still seeing such a high demand for the services offered by the food bank."*

**Natalie, food bank volunteer**



CHANGING  
COMMUNITIES



CHANGING  
POLICY



CHANGING  
MINDS



## CHANGING COMMUNITIES

Food banks are already places with strong links and relationships – not least amongst people in poverty. We want to help unlock even more of the potential of food banks to become places of transformation where the underlying drivers of food bank use are addressed. We'll help food banks to develop strategic plans to reduce need locally and create initiatives that can help their communities further like working on projects that support people to increase their income. We'll also provide the tools volunteers need to engage in new areas of work.



“Without your understanding and support, I would never have got my benefits back – I have tried, but I found the waiting room, appointment system, and phone calls tough. It helps getting to know you.”

**Alex, person who has used a food bank**

Quote and image are not linked.



## CHANGING POLICY

We know that government decisions can have a huge impact on people in poverty. We'll use the evidence we gather to drive policy change that will make sure no one needs to use a food bank. We want to see effective anti-poverty solutions that can make a real difference to people in crisis, created in collaboration with both food banks and people with direct experience of poverty and advocated for by a range of partner organisations.

"The Children's Society is proud of our close partnership together to better coordinate responses to emergency need."

**Mark Russell, CEO, The Children's Society**





## CHANGING MINDS

We know that lasting change happens when wider society act and think differently about an issue. We want people to see not only the immediate need for emergency food, but also to recognise the long-term drivers of food bank use and to take action. Working collaboratively with food banks and people living in poverty, we will build greater understanding and empathy for the underlying reasons food banks exist, and call greater numbers of people to take action as a result of their change in mindset.



“We need to talk to people about why emergency food is needed, and what has to change so people can afford their own food. We need to build empathy for each other, and our understanding of why this is happening to so many. I’m here to play my part.”

**Liam Payne, singer-songwriter**



PEOPLE WITH DIRECT  
EXPERIENCE OF USING  
A FOOD BANK



FOOD BANK LEADERS  
AND VOLUNTEERS



CHURCHES

# WHO CAN HELP DELIVER THIS PLAN



PARTNER  
ORGANISATIONS



OUR SUPPORTERS

# HOW YOU CAN GET INVOLVED

## You can get involved by:

**Sharing your story:** Talking about your experiences can be really powerful in persuading others and creating change. If you'd be happy to share your story, get in touch with the Trussell Trust via [press@trusselltrust.org](mailto:press@trusselltrust.org).

**Supporting your local food bank:** While we work towards ending the need for food banks, it's vital that they're able to continue to support people in their communities. If you're able to donate food, money, or time to your local food bank, please continue to do so.

**Support the Trussell Trust:** You can also donate directly to the Trussell Trust via [trusselltrust.org/make-a-donation](https://trusselltrust.org/make-a-donation).

**Taking action:** Visit [trusselltrust.org](https://trusselltrust.org) to find out more about getting involved in the Trussell Trust's work as a campaigner or as a volunteer.

**Getting involved at church:** If you're connected to a local church, visit [trusselltrust.org/get-involved/church-support](https://trusselltrust.org/get-involved/church-support) for resources that can help you support our work.

Our vision is ambitious, but we know that if we work together it is possible. We can create a future where nobody goes hungry, because nobody will allow it – when we work Together for Change.

#TOGETHERFORCHANGE



**TOGETHER**  
FOR CHANGE



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