

TOGETHER FOR CHANGE



IMPACT REPORT 2020-21



CHIEF EXECUTIVE'S LETTER



I am delighted to introduce our first Annual Impact Report. It tells the story of the difference we have been making, together with the food banks in the Trussell Trust network, local churches, corporate partners and other supporters, over a year that has been so full of challenges and change.

Sadly, food banks in our network have borne witness to some of the devastating economic and personal consequences of the coronavirus pandemic, as levels of need for emergency food increased at a rate even higher than we had seen in the years preceding the pandemic.

Food banks have been in a unique position to respond to this need, providing emergency food as well as additional support, such as benefits advice, to help people access enough income to afford the essentials. Food bank staff and volunteers have shown incredible dedication and resilience, and thousands of new volunteers and supporters have stepped up to help too. Churches and community groups have played a vital part in sustaining the support that food banks provide and we've seen existing and new corporate partners getting involved in innovative ways.

The generosity we've seen has been incredible, but it shouldn't be this way: no one should need to turn to a food bank to feed themselves or their family.

Policy decisions that have been made during the pandemic – such as the job retention scheme and £20 uplift to Universal Credit – have demonstrated that we can choose to organise our society in a way that better protects people from acute poverty. They have also shown that our benefits system is not currently strong enough to do this.

As you read this report, I hope that you are equally outraged and encouraged. Outraged at the volume of emergency food provision that is needed in a country as wealthy as the UK. But encouraged by the compassion that people have shown by giving of their time and resources to support people facing crisis, and by the significant opportunities there have been to influence government policy and public opinion in relation to poverty and food bank use during this tumultuous year.

Whilst our goal of ending the need for food banks is an ambitious one, particularly in the context of the effects of the pandemic, it is one that we are deeply committed to at the Trussell Trust. I am excited about the momentum that is beginning to grow around this goal and looking forward to continuing to work concertedly towards it with our Trussell Trust team, food bank network and all of our partners and supporters over the coming year.

Emma Revie
Chief Executive Officer

INTRODUCTION

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

We support a nationwide network of food banks to provide emergency support to people locked in destitution and work collaboratively with our network and other partners to create the change needed to build a future where all of us have enough money for the essentials.

OUR VALUES



Compassion

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



Justice

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 WORK

We're working towards a future without the need for food banks in three main ways:



1. CHANGING COMMUNITIES

We're helping unlock even more of the potential of food banks to become places where the underlying drivers of acute poverty are addressed, and supporting food banks to develop strategies to reduce the need for emergency food locally.



2. CHANGING POLICY

We're gathering robust evidence to drive policy change that will make sure no one needs to use a food bank.



3. CHANGING MINDS

Lasting change happens when wider society thinks and acts differently about an issue, so we're building understanding and empathy about the drivers of food bank use, and calling greater numbers of people to take action.

About this report

In this our first Annual Impact Report, we tell the story of the work we've been doing over the past year (Apr 2020 - Mar 2021), and the difference this has made. In these pages you'll hear from people who have used food banks, food bank teams, as well as celebrity and corporate partners about the change we have begun creating together during an incredibly challenging year.

OUR VISION

A UK WITHOUT THE NEED FOR FOOD BANKS

where levels of destitution are so low, and ongoing financial and relational support is readily available, that large-scale emergency food distribution is no longer needed.

CHANGING COMMUNITIES

Over **28%** of food banks in our network are offering financial inclusion services.



Goal: People seeking support from food banks are able to readily access support to increase their incomes.



80% of food bank volunteers said that volunteering at the food bank had a positive impact on their connection with others in the local community.¹



Goal: We enable people to make a difference - through volunteering, organising, donating, campaigning, and praying.

Goal: People can access other services such as debt advice or mental health support, and relational support directly from referral partners and other statutory agencies or civil society groups.



Over **21,000 PEOPLE** have accessed advice via the new Help through Hardship helpline for support to increase their incomes by ensuring they are receiving the benefits they are entitled to.



Increased funding for local welfare assistance in England was announced in June and November 2020



Data from our food bank network helps to make the case for changes to our welfare benefits system that would better protect people from destitution:

The £20 uplift to Universal Credit was extended for a further six months from March 2021.



Goal: The benefits system provides timely and sufficient financial support, and is available to all households who need it.



Goal: There is strong cross-party support for social and economic policies that protect households from destitution.



In December 2020, the All-Party Parliamentary Group on Ending the Need for Food Banks was launched, to bring UK parliamentarians together to build support for measures to reduce the need for food banks.



Goal: People with lived experience of poverty play an ongoing part in informing national and local policies to alleviate destitution.



Our Dignity and Destitution research reported on how the £20 uplift to Universal Credit has impacted the lives of people on Universal Credit and the difference that losing it would make to them.



"What a difference this small amount makes. Easier to manage [and] budget future spending. I no longer have to go to a food bank once a month. My bills are covered and up to date. Saving a little for a pair of winter boots. Constant money worries reduced slightly - mental health improved."

Research participant

CHANGING POLICY



THE SITUATION

THE NEED FOR FOOD BANKS CONTINUES TO INCREASE



2.5 MILLION

emergency food parcels were distributed to people in crisis by food banks in the Trussell Trust network between 1 April 2020 and 31 March 2021

33% INCREASE

in the number of emergency food parcels distributed by food banks in the Trussell Trust network compared to previous year



2.4 MILLION

people experienced destitution in 2019, a 54% increase since 2017²



A VIEW ON OUR IMPACT IN 2020-21

CHANGING MINDS



Goal: A growing number of people have been mobilised to take action to help bring about long-term solutions to end the need for food banks.



Over **100,000 PEOPLE** have joined our Hunger Free Future campaign, showing their support for a future without the need for food banks.



Goal: There is increased public will for long-term solutions to end the need for food banks.



70% think it seems more important to have a good welfare system now than it did before the pandemic started³



1 Trussell Trust Volunteer Survey 2020 (n=2,870)
 2 JRF, Destitution in the UK, 2020
 3 YouGov Attitudinal Survey 2020: An online survey of 2,004 respondents aged 16+ in Britain, weighted to be representative of the population. Fieldwork was conducted 16th - 27th June 2020.

CHANGING COMMUNITIES

Our Changing Communities work supports food banks to actively reduce the need for emergency food in their communities.

To achieve this, we aim to:



Improve access to support that helps people **increase their income**



Ensure that people can **easily access services** such as debt advice, mental health support, and relational support directly from statutory agencies or civil society groups



Mobilise people to make a difference through **volunteering** and activism

By supporting food banks to work towards these outcomes, we aim to reduce the numbers of people who will need to use a food bank, as well as preventing repeat visits. At the same time, we are committed to supporting food banks to provide emergency food and support for as long as they are needed.

Sadly, the need for emergency food provision has increased dramatically - in part as a result of the pandemic - this year, and so in this section you can read about the steps we've taken to sustain and develop this provision, as well as the actions we're taking to help tackle some of the causes of food bank use.

EMERGENCY FOOD PROVISION

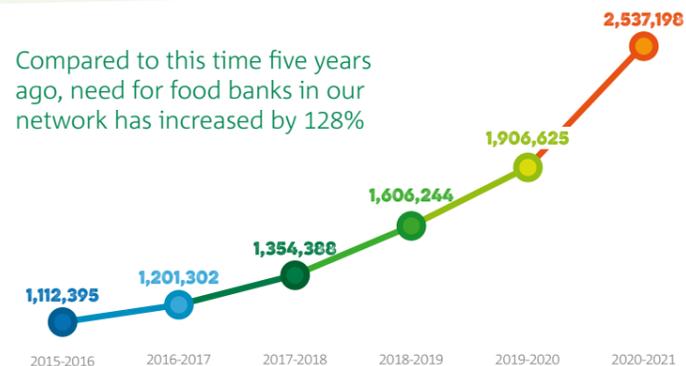
More people than ever have needed the support of food banks in our network during the past year. Between 1 April 2020 and 31 March 2021, food banks in the Trussell Trust network distributed 2.5 million emergency food parcels to people in crisis, a 33% increase on the previous year. 980,000 of these parcels went to children.

The pandemic has had a negative impact on many people's financial situations, but rising food bank use is not the consequence of the pandemic alone. Food bank use has increased year on year for the past five years, including as a result of problems with benefits and low incomes.



2.5 MILLION

emergency food parcels distributed to people in crisis by Trussell Trust food banks between 1 April 2020 and 31 March 2021

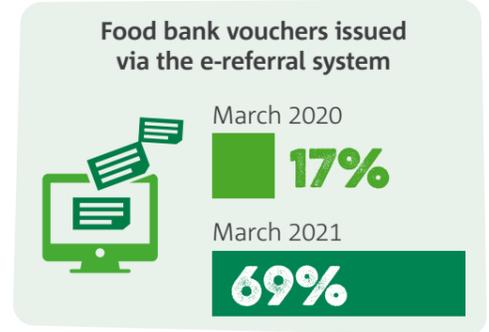


ADAPTING TO CHANGE

Over the past year, food banks have had to adapt rapidly to frequently changing risks and restrictions, as well as increasing levels of need.

Local networks and relationships enabled many food banks to recruit additional volunteers and source support with additional storage space, deliveries and other needs. At the same time, the Trussell Trust worked with funders and corporate partners to swiftly establish an emergency grants programme for food banks and distribute additional food supplies across the country.

We accelerated the roll-out of our e-referral system, ensuring that agencies could still refer people to food banks whilst working remotely. Many food banks switched to home deliveries so that people didn't need to leave their homes to visit the food bank; reducing the risk of infection for people using food banks as well as volunteers and staff. This meant that people who were unable to afford the essentials could still access emergency support in spite of the challenges posed by the pandemic.



Food Bank Focus: Burngreave Foodbank

Every food bank in the Trussell Trust network works with a range of local organisations, like housing associations or local Citizens Advice, that refer people for emergency support. These organisations can assess whether someone is in need of a food bank and before the pandemic, they could provide people, in-person with a paper voucher for the food bank.

But when coronavirus hit, some people needing support couldn't leave their homes, and some local organisations which normally give paper vouchers couldn't physically open safely.

Our e-referral system enables organisations to refer people using a digital system that doesn't need paper vouchers or an in-person meeting, making it safer for everyone involved, and ensuring people without enough money for food can still access emergency help.

At Burngreave Foodbank, volunteers Mark and Trish were unable to do their normal volunteering at the centre, but they volunteered from home, supporting every local organisation that normally refers people to the food bank to move from paper vouchers onto the digital system.

Their hard work and dedication in helping these organisations understand the new system meant local people could still access emergency help from the food bank safely throughout the outbreak. Rachel Snow, Project Manager at Burngreave Foodbank said:

"I honestly don't know what I'd have done without their support in this way in the midst of all the chaos of the last few weeks. We moved to delivering all food parcels and using e-referrals only, and it's mainly been down to their handling the entire e-referral transition for me that has enabled it to go as smoothly as it has."



Food Bank Focus: South-West Belfast Foodbank

Edel Diamond, Manager of South-West Belfast Foodbank tells us about their work over the past year:



How did you adapt to the impacts of the pandemic?

We've been able to stay open throughout. We changed the way we were getting food to people. At the food bank centre, we installed a perspex hatch, so that we could serve people safely. We introduced a delivery model too and run deliveries three times a week. We've been doing more over the phone, including triaging people and providing basic welfare advice.

What changes in needs have you seen over the past year?

Things have changed significantly in terms of the issues affecting people using the food bank. People are increasingly facing multiple challenges – not just one thing, and are often needing more extended support. People on zero hours contracts are facing real difficulties at the moment.

How have local churches been involved?

We've had some great support from local churches. The building we're based in is an inter-faith building. West Belfast is a majority Catholic area and there is a small Protestant community that lives near the building. We've seen so many churches – from both communities – stepping up and supporting us practically. We've had really good prayer support too, which is really important.

What about other groups in the community?

We are based in a very close-knit community. The amount of kindness that has been shown has been incredible: the food donations, the finance, and the support has been brilliant. Typically, people who come to us in need of emergency food are being well-supported on other issues by organisations within the community. If people need additional support, we signpost them to other local organisations too.

Supporting IFAN's Cash First Project

Working with food bank referral partners to ensure everyone gets all the income they are entitled to (such as social security benefits) has a vital part to play in ending the need for food banks. Together with IFAN, the Independent Food Aid Network, we have been developing a signposting resource to help people maximise their income as an alternative to emergency food provision.

The leaflets, co-developed with local support services, including food banks, help people identify which local service can best meet their needs, whether it's a debt, social security or other financial issue. This work began in Scotland, where the resource is widely available in 14 local authorities, with a further 10 in development. It has now expanded to a growing number of local authorities England, and plans are in place to develop this work further over the coming year.

The project has been extremely well received by local partners and has opened up new conversations about ending the need for food banks amongst our own network too.



FOOD BANK GRANTS

Getting resources in the right place at the right time was crucial in responding to the pandemic. ASDA, one of our long-term corporate partners, made an early decision to donate an additional £5 million to help people facing hardship. Together with other generous donations from corporate partners, trusts and philanthropists, this put us in a strong position to ensure food banks had the resources they needed to continue to support people.

Our Coronavirus Emergency Grants programme opened in the same week that the first UK-wide lockdown was announced. 368 small grants were awarded, with a total value of over £1.2 million. These enabled food banks to meet costs such as short-term staffing cover for team members who were shielding or self-isolating, additional warehouse space to adapt to social distancing and bulk food donations, and the purchase of signage, protective equipment, and stocks of food and other essentials.

"The grant funding we have received from the Trussell Trust has been an incredible support to us at Cardiff Foodbank. It has enabled us to purchase additional warehouse resources to help with the transport and movement of food stock across the city. The funding has also meant we were able to increase staffing hours for six months to manage the both the increase and changes we have seen operationally."

Cardiff Foodbank

In July 2020, we launched the Coronavirus Recovery Grants programme, targeting over £1 million to food banks to help them respond to two emerging needs:

- Financial inclusion: increasing unemployment and income insecurity meant it was even more important to give people using food banks access to specialist **benefits advice** and **debt advice** wherever possible.
- Volunteer development: with large numbers of **new volunteers** having joined food banks during the pandemic, there was a need for training and support on topics such as safeguarding, health and safety, and mental health.

Food Bank Focus: Dunstable Foodbank

Dunstable Foodbank received a grant to cover the cost of part time advice workers. This has enabled 147 people to receive support from an advisor on issues including welfare benefits, access to grants, and debt. Dunstable Foodbank told us:

"The recovery grant has helped us to develop an effective partnership with an agency through which we know clients will be able to access specialist support beyond food provision. So as well as receiving food support from us, people are also getting sustainable, long-term support from relevant professionals to help them begin to resolve the difficulties that led to them using our foodbank in the first place!"

An individual who benefited from this support said:

"During the pandemic I am really grateful that someone took out the time to call me and discuss my debt and mental health problems. I felt that a great cloud was lifted because I felt, at last, I was going to get help."



FINDING SOLUTIONS TOGETHER

In the early stages of the pandemic, some food items were difficult to obtain locally. Tesco donated £7.5 million worth of food to support food banks in our network, building on our existing partnership with them. They made an equal donation to FareShare, ensuring that independent food banks were supported too.

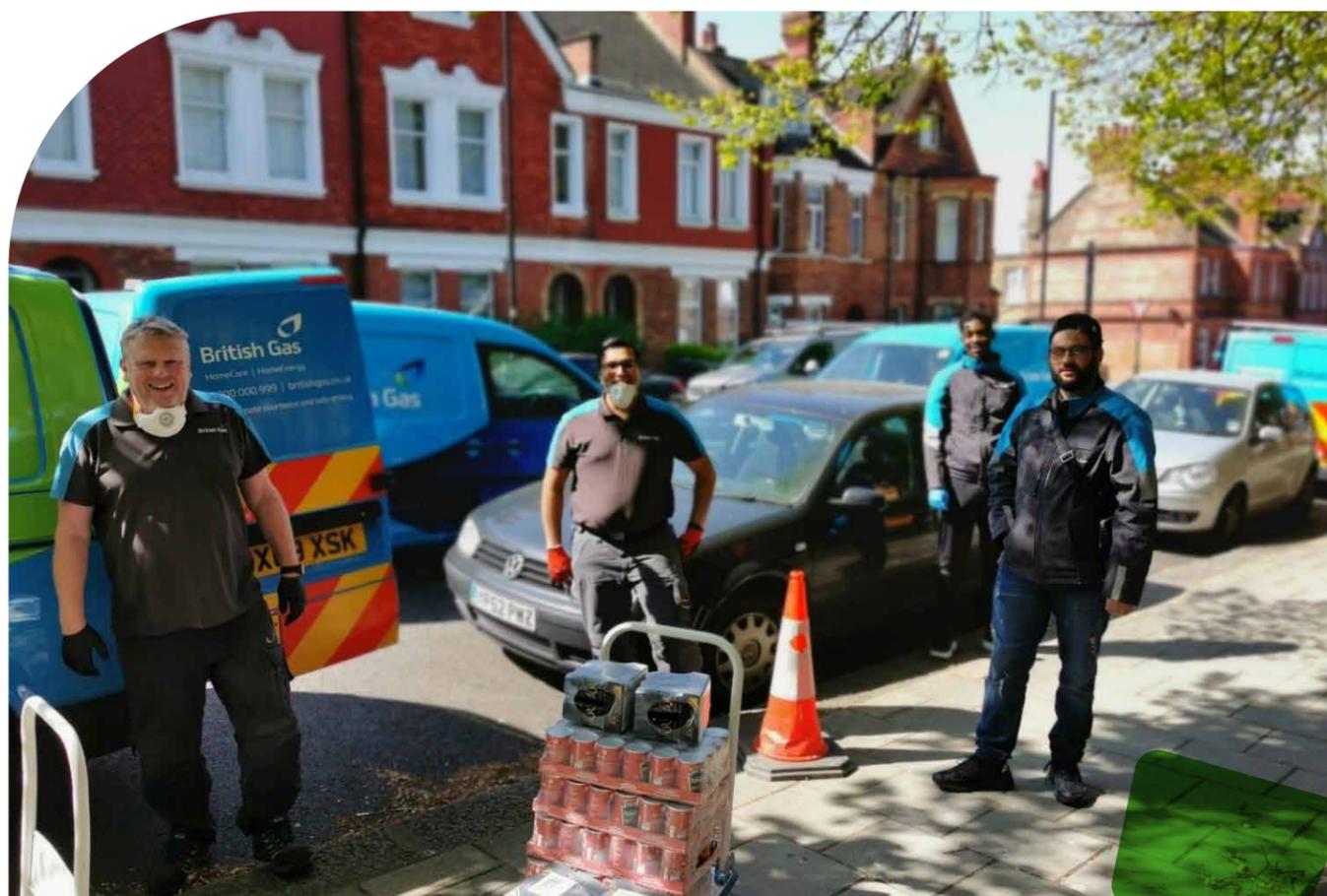
A food donation of this scale was a huge boost to our network at a crucial time. The next step was to find a way of getting it to our food banks across the UK: to do this, we formed a new partnership with British Gas, who were well-positioned to help with this logistical challenge.

Volunteers from the British Gas team worked collaboratively with other businesses, including Palletforce, XPO, and The Entertainer, to coordinate the rapid set-up of a distribution network which made bulk deliveries to food banks in England, Wales, and Scotland.

British Gas volunteers also supported 118 food banks with home deliveries to people in crisis, delivering over 44,489 food parcels between April and July. Most food banks had never done home deliveries until the start of the pandemic, so this support made a crucial difference to food banks' ability to sustain their services and in some cases enabled them to reach people who wouldn't otherwise have accessed the food bank's support.

"We wouldn't have managed this changeover to deliveries without you [British Gas], you have all been amazing! Your team are so helpful and lovely to work with, nothing is too much trouble. Thank you so much!"

Bath Foodbank



FINANCIAL INCLUSION

Low income and problems with benefits are two of the main reasons people end up needing emergency food. Helping resolve these problems and increase people's incomes can therefore play an important part in reducing the need for using a food bank, by putting more people in a position where they are able to afford the essentials.

Our financial inclusion work has a particular focus on maximising income from welfare benefits and enabling access to debt advice.

Mapping of financial inclusion provision found that 28% of the network (119 food banks) were offering financial inclusion services of some kind. This figure is increasing steadily and many food banks who don't provide this in-house have close working relationships with local advice agencies, to whom they can refer people for support.

We have supported more than 50 food banks with grants for financial inclusion work over the past year. These have mainly been used to provide income maximisation through **welfare benefit advice** and **debt advice**.



At **Hammersmith and Fulham Foodbank**, two full-time advisers were employed, assisting 130 clients on 654 advice issues in the first six months of the project. These advisers were able to support people with a range of issues including **welfare benefits, debt, utilities** and **housing**. This local partnership with Citizens Advice secured £73,326 in financial gains for clients between October 2020 and March 2021, averaging £564 per client.



Abergele Foodbank accessed a grant to extend the hours of their specialist advice service. They told us:

*'The most significant outcome for the clients is an **improved sense of well-being and mental health**. Financial insecurity is a heavy burden for people to carry, constantly worrying about who is knocking on the door and who is ringing them. They experience an enormous sense of relief.*

*As well as supporting people to become financially capable, we are able to support them in other matters including signposting to **benefits advice, work coaches, rehabilitation centres, completing application forms** etc. The Foodbank has become the catalyst to provide a **multi-agency approach**'.*



Aberdeenshire North Foodbank received a grant to fund specialist advice provision. They describe the difference this had made to a family who turned to them for support:

*'The parents had both been on furlough for some time. Both of their children had lost their part-time jobs because of the pandemic, though they were still studying from home. As a result of them all being at home all day, their bills had increased and they were struggling to pay for everything. The family had fallen into arrears with their rent and the worry of it all was starting to impact on their mental health. Our **financial inclusion worker** was able to find a cheaper tariff for energy costs and apply for a grant to help with some of the costs of this. They also helped the client to apply for a **discretionary housing payment** which cleared the arrears that had built up and could be applied for again if required.'*

HELP THROUGH HARDSHIP HELPLINE

During the first lockdown, many agencies who usually referred people to food banks became difficult for people to access. To ensure people could get the support they needed, we partnered with Citizens Advice to set up Help through Hardship, a free helpline for people struggling to afford the basics across England and Wales.

In line with our aim of improving access to support that helps people increase their income, the helpline ensures that this support is offered at the earliest stage possible – before a food bank referral is made. Callers to the helpline can receive benefits advice, signposting to other specialist advice (e.g. debt, housing, immigration), and a referral to a food bank, if needed.

If people’s incomes can be increased by ensuring they are receiving all the benefits and any other income they are entitled to, it may prevent them needing to use a food bank at all, or mean that a repeat visit is not necessary.

Since the helpline opened in late April 2020, more than 49,000 calls have been answered and over 21,000 unique people have spoken to an adviser. Almost 60,000 food bank parcels have been issued.

In September, we began collecting more data about the impact of the helpline. Since then, 2,347 people had identified financial gains as a result of the support provided. Amongst these people, the average identified increase in annual income per household was £3,131.



49,000 CALLS
have been answered



21,000 UNIQUE PEOPLE
have spoken to an adviser



the average identified increase in annual income per household was **£3,131**

66%

of helpline callers said that they **had better knowledge of their rights** and entitlements after calling the helpline.¹

90%

of helpline callers said that they **would recommend the helpline** to a friend if they were in similar need.¹

Rob* lost his job due to the pandemic and his partner had been furloughed. Rob called Help through Hardship because he was not able to afford food and was concerned about paying his rent. A **benefit check** was conducted, and Rob was advised to apply for Universal Credit and to request a council tax reduction. The adviser also issued a food bank voucher. The Universal Credit award and council tax reduction meant that **Rob did not need help from the food bank again.**

Imogen* had recently separated from her partner and was worried about how she would pay her bills once her maternity pay ended as she was not going to be able to return to work due to childcare commitments. The adviser completed a benefit check which established Imogen’s eligibility for Universal Credit. A food bank voucher was also issued to support Imogen in the short-term. After receiving Universal Credit **Imogen was able to afford the basics for her family.**

Rachel* received support from the helpline, and got back in touch to say:

“You were the light in my darkness today, I felt so comfortable talking with you and you never made me feel like I was embarrassed or ashamed thank you so so much.”

*Names have been changed

VOLUNTEER VIEW

Our food bank network would not exist without the support of thousands of volunteers across the UK. Here is what a few of them had to say about it:

Anthony, Middlesbrough Foodbank:

"I had occasion to need the food bank myself a few years ago and decided to repay them by bringing a tray of canned tomatoes to donate, as well as asking if they needed volunteers – to which they quickly replied yes! I have found it an enjoyable and rewarding experience."

Gemay and Savash, Lewisham Foodbank:

"As siblings who grew up in Lewisham, it’s rewarding to work with an amazing team to help bring something to the community during these difficult times."

Marian, Norwich Foodbank:

"As a result of my work with children in schools, nurseries and in their own homes I have met families who struggle to meet the basic needs of their children. I am ashamed to live in a wealthy country where so many children are inadequately fed. I have learned a bit about gratitude, humour and positivity from folk who are a lot less privileged than I am."

During the pandemic, we’ve seen thousands more volunteers coming forward to join the Foodbank Network’s existing 28,000 strong volunteer base. We’ve also supported food banks with managing their volunteers by rolling out a new platform to help with rotas, communication and access to training.

80%

of food bank volunteers said that volunteering at the food bank had a positive impact on their **connection with others** in the local community¹

78%

of food bank volunteers said that volunteering at the food bank had a positive impact on their **understanding of poverty**¹

63%

of food bank volunteers said that volunteering at the food bank had a positive impact on their **sense of being able to change society for the better**¹

18%

of food bank volunteers have **direct experience of living in poverty**¹

¹ Source: A survey of helpline callers conducted in November 2020, involving 200 respondents. (The survey results have a margin of error of 7% at a 95% confidence level.)

¹ Trussell Trust Volunteer Survey 2020 (n=2,870)



CHANGING POLICY

Government decisions can have a huge impact on people in poverty. We're using the evidence gathered through our Foodbank Network to drive policy change that will make sure we're helping to shape a future where no one needs to use a food bank.

Specifically, our Changing Policy work aims to:



Build **strong cross-party support** for social and economic policies that protect households from destitution¹



See people with lived experience of poverty **playing an ongoing part in informing national and local policies** to alleviate destitution



Ensure that the **benefits system provides timely and sufficient financial support**, and is available to all households who need it

Over the past year, we have engaged with politicians and policymakers in each UK nation, sharing data and research findings to make the case for policy changes that will reduce the need for food banks.

We've seen some real successes arising from our influencing work during the pandemic. For example the additional funding for local welfare assistance and the extension of the temporary £20 uplift to Universal Credit have enabled some people to meet the cost of the essentials who may have otherwise found themselves needing to use a food bank.

However, longer-term solutions are still needed and the increase we've seen in food bank use during the year makes it clear that there is still much progress to be made if our benefits system is to effectively protect people from destitution.



50 MEETINGS
with MPs and UK government ministers and UK officials



£233 MILLION
additional funding for local welfare assistance committed by UK government

"We have written, on behalf of ourselves and Middlewich Foodbank, to two councillors about local welfare provision. I think that changing local policy is important because the pandemic has shone a light on the lack of direct support in the community. It's food banks that often pick up and discover the underlying causes of crisis going on. The pandemic has given us the impetus to turn this situation into a positive. Nobody now will deny that policies need to change during this period so it's an ideal time to say we need to come together and work out how best to support our local communities."

Jane, Nantwich Foodbank

¹ Destitution is defined as being unable to afford the essentials, such as food, accommodation, lighting, heating and clothing.

APPG ON ENDING THE NEED FOR FOOD BANKS



The All-Party Parliamentary Group (APPG) on Ending the Need for Food Banks held its inaugural AGM in December 2020. Chaired by Labour MP Neil Coyle, the group brings together parliamentarians from all parties who have an interest in, and commitment to, ending the need for food banks.

The Trussell Trust serves as the secretariat to the APPG, which provides a forum for discussion, scrutinises government policies that affect food bank use, and works to build support for measures to reduce the need for food banks across all parties and levels of government.

We held a joint event with the APPG for Universal Credit on retaining the £20 Universal Credit uplift, as well as events focusing on strengthening local welfare assistance.

This work is playing a strategic and vital part in our efforts to build strong, cross-party support for social and economic policies that protect households from destitution.



TIMELINE

● May 2020

We release [data](#) showing an **81% increase** in the number of emergency food parcels provided by food banks in our network in the last two weeks of March 2020, compared to the same period in the previous year.

Together with The Children's Society, Child Poverty Action Group, Independent Food Aid Network, Joseph Rowntree Foundation, StepChange Debt Charity and Turn2us, we call on the UK Government to introduce a Coronavirus Emergency Income Support Scheme, including **increased funding for local welfare assistance** schemes.

We present evidence to the Environment, Food and Rural Affairs Committee inquiry into Covid-19 and food supply, highlighting the fact that **lack of income, rather than lack of food, was driving increased food bank use** – a message that was reflected in the Committee's report on the inquiry.

● June 2020

We publish [data](#) showing that during April 2020, there had been an **89% increase** in need for emergency food parcels compared to the same month last year* and urge the government to introduce a package of **support to ensure people have enough money for essentials** during the crisis, including funding for local welfare assistance for local authorities in England.



We meet with the Deputy First Minister for Wales and Welsh Government Cabinet members and, drawing on food bank use data, successfully call for an **extension to the relaxation of Discretionary Assistance Fund rules**, enabling households facing exceptional hardship because of coronavirus to access more financial support.

The government announces **£63 million in additional funding** to be distributed to local authorities in England to help those who were struggling to afford food and other essentials due to coronavirus.



We present evidence to the Department of Work and Pensions Select Committee's Inquiry on the wait for a first Universal Credit payment. We highlighted the **negative impact of the five week wait**, and the subsequent repayment of advance loans to DWP, on people's ability to afford food and other essentials.

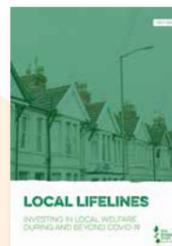
● September 2020

We release '[Lockdown, lifelines and the long haul ahead](#)', charting the existing and likely future impact of the pandemic on the need for food bank use, and calling on the government to **lock in the £20 increase to Universal Credit** brought in at the start of the pandemic and invest a further £250 million in **local welfare assistance**. This research was funded by Asda's Fight Hunger Create Change partnership.



● October 2020

Our '[Local Lifelines](#)' report highlights the vital role that local authorities' local welfare assistance schemes in England have played during Covid-19. It calls for an **extension to the additional funding** announced in June, as well as **long-term investment** to bring the provision of local welfare assistance in England into line with other UK nations.



● November 2020

The Government announces a **Covid Winter Grant Scheme**, including **£170 million** to be given to councils in England to spend on supporting people worst affected by the crisis, in line with our calls for additional investment in local welfare assistance.



A high-level briefing on the Trussell Trust's strategy is warmly received by the Scottish Government.

We release our [mid-year stats](#), revealing that **2,600 food parcels were provided for children every day** for the first six months of the pandemic by our network. We welcome the steps taken by the UK government to increase support temporarily, but argue for longer-term action too.

● December 2020

The Trussell Trust is invited to join the anti-poverty co-design working group for the Northern Ireland Executive developing a **new strategic response to tackling poverty** in Northern Ireland.



We launch '[Lift the Burden](#)', a report showing that almost three out of four households on Universal Credit using food banks over the summer were repaying an advance payment to the government. We urge the government to pause deductions until a **more just system** is put in place, and encourage people to **get involved** by tweeting the Department of Work and Pensions Minister.

● January 2021

We provide a joint briefing for Conservative MP Paul Maynard's 10 Minute Rule Bill calling for a review of the **adequacy of local welfare assistance** schemes in England.

We contribute to the Social Renewal Advisory Board's report to the Scottish Government, '[If not now, when?](#)' which calls for government action to deliver **enough money for a decent life** from paid work and social security and to reduce poverty.

● February 2021

Our report, [Dignity or Destitution](#), makes the case for **keeping the £20 uplift to Universal Credit**, showing how it has helped people afford the essentials and highlighting **people's fears** about the impact that its removal will have on them. We ask the government to extend the uplift for at least 12 months, and extend it to legacy benefits as well as Universal Credit.



Successful lobbying leads to the Scottish Government **aligning its funding of advice services** to the objective of **reducing the need for food banks**.



We give evidence to the Scottish Affairs Select Committee (UK Parliament) on the **delivery of social security** in Scotland.

● March 2021

Budget 2021: In line with our recommendations, UK Government brings forward plans to **ease the impact of debt deductions** from DWP benefits including lowering the maximum threshold of deductions from 30% to 25% of benefits, and extending the repayment period from 12 months to 24 months. In addition, the UK Government **agree to a 6-month extension of the £20 Universal Credit** uplift until September 2021.



Research in the spotlight: Dignity or Destitution?

In April 2020, as the country was gripped by the first wave of the Covid-19 pandemic, the UK government made the crucial step of increasing the Universal Credit Standard Allowance and Working Tax Credit by £20 per week - worth over £1,000 a year to a household.

This research, conducted by YouGov on behalf of the Trussell Trust, showed that this change provided welcome relief to hard-pressed budgets, with seven in ten (72%) people on Universal Credit since early 2020 saying the increase **had made buying essentials easier**.



*“What a difference this small amount makes. Easier to manage [and] budget future spending. I no longer have to go to a food bank once a month. My bills are covered and up to date. Saving a little for a pair of winter boots. Constant money worries reduced slightly - **mental health improved.**”*

Research participant

The study found that over a million people claiming Universal Credit could have to turn to food banks. One in five (20%) people claiming Universal Credit thought it was very likely that they would need support from a food bank if the uplift is removed. Over four in ten (41%) people claiming Universal Credit feared they would be very likely to cut back on food for themselves, and one in eight parents (13%) thought they would be very likely to cut back on food for their children.

“Losing £20 a week would mean I would have to rely on credit cards etc. to be able to just survive. I am terrified of losing £80 a month - I am desperately looking for work but it's so competitive out there and I've not had any success yet.”

Research participant

Research Impact:

We used this research ahead of the 2021 budget to make the case to Government for the extension of the uplift to Universal Credit.

In Prime Minister's Questions on 24 February, SNP MP Stuart McDonald asked:

“Before the Budget is finalised, will the Prime Minister ensure that his Chancellor reads the Trussell Trust's new report, 'Dignity or Destitution? The case for keeping the Universal Credit lifeline'?”

Together with partners, we were successful in this influencing work: the uplift has now been extended to September 2021. We continue to advocate for longer term change.

CHANGING MINDS

We know that lasting change happens when wider society thinks and acts differently about an issue. Our Changing Minds work is about influencing attitudes and beliefs about UK poverty, building support for solutions.

We aim to:



Increase public will for long-term solutions to end the need for food banks



Increase awareness of the problem of destitution and its structural causes



Mobilise people to take action to help bring about long-term solutions to end the need for food banks.

We're working collaboratively with food banks and people with experience of living in poverty, to build greater public awareness and understanding about the drivers of food bank use, and to call more people to take action to create change.

More than 1 million households experienced destitution in 2019¹ and 2.5 million food bank parcels were issued to people in crisis by food banks in our network in 2020/21

47%

of British adults think that poverty is one of the most important issues in the UK at the moment²

only **25%**

think that the welfare system is doing a good job of protecting people from poverty.²

Awareness

Understanding

Perceived importance

Support for solutions

Action for change

70%

think it seems more important to have a good welfare system now than it did before the pandemic started.²

56%

believe the Government is most responsible for addressing the issue of hunger in the UK.²

22%

believe they can make a difference as part of a movement to combat hunger.²

21%

are fairly or very likely to contact their elected representative about hunger or its causes.²

A future without the need for food banks, were everyone can afford the essentials

1 Source: JRF, Destitution in the UK, 2020

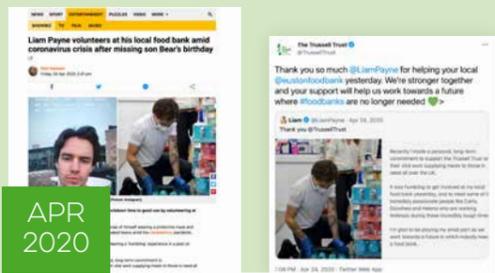
2 YouGov Attitudinal Survey 2020: An online survey of 2,004 respondents aged 16+ in Britain, weighted to be representative of the population. Fieldwork was conducted 16th-27th June 2020.

IN THE SPOTLIGHT

What we hear and see on the news, and in our news feeds, plays a big part in shaping our ideas about what's going on in society, what needs to change, and how change can come about.

Media coverage and social media content are therefore really important when it comes to building support for a future without the need for food banks.

It has been exciting to see our work, and that of our Foodbank Network, featured in a diverse range of outlets, reaching audiences of different ages, lifestyles, interests and political persuasions. Here are some of this year's highlights!



APR 2020
Liam Payne donates to the Trussell Trust



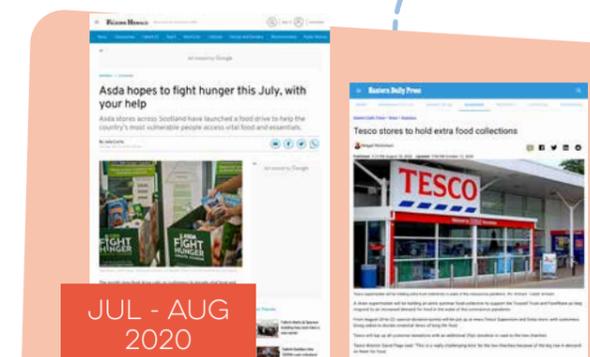
SEP 2020
We publish research by Heriot-Watt University and NIESR, projecting a significant increase in destitution in the UK



OCT 2020
Walkers and LadBaby partner to support the Trussell Trust with sausage roll flavoured crisps



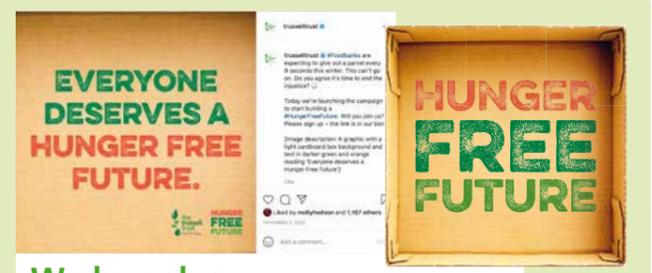
MAY 2020
We report an 81% increase in need for emergency food parcels during the first two weeks of the pandemic



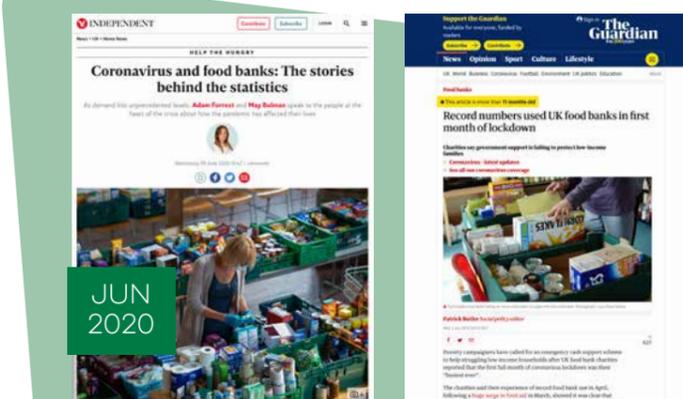
JUL - AUG 2020
Asda and Tesco summer food collections take place across the UK



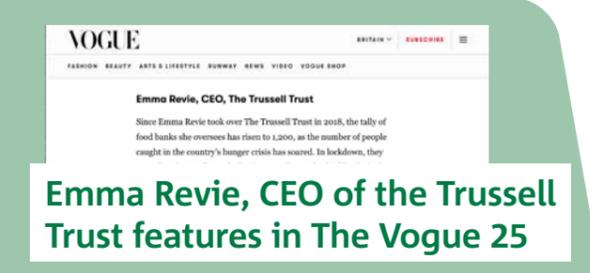
NOV 2020
We release our mid-year statistics, showing that 2,600 emergency food parcels were provided for children every day on average by food banks in our network during the first six months of the pandemic.



We launch our Hunger Free Future Campaign



JUN 2020
We report on food banks' busiest month ever



DEC 2020
Emma Revie, CEO of the Trussell Trust features in The Vogue 25



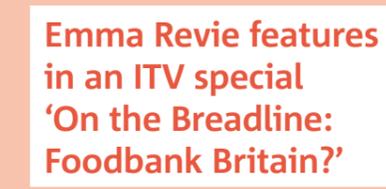
DEC 2020
LadBaby reaches a third consecutive Christmas Number 1, in support of the Trussell Trust



JAN 2021
Hastings Foodbank featured on Newsnight



FEB 2021
Dignity or destitution? We publish research that makes the case for maintaining the £20 uplift to Universal Credit



Emma Revie features in an ITV special 'On the Breadline: Foodbank Britain?'

HUNGER FREE FUTURE

Our Hunger Free Future campaign, launched in Autumn 2020, aims to build a movement of people committed to creating a future where no one needs to use a food bank.

Designed to increase **awareness** and **understanding** of the issues that drive the need for food banks, build support for **solutions**, and **inspire action** for change, the campaign has so far seen more than 100,000 people signing up to be part of this movement for change.

Quotes from supporters who have signed up to our campaign:



Every family should have the basics to live and be supported wherever needed.

Paul

Because no one should be hungry and I want to be a voice for change.

Rebecca

We partnered with Facebook to create social media content for the campaign, which sought to attract new allies and develop relationships that will contribute to long term social change – whether through activism, fundraising or volunteering.



Over 100,000 people have joined the movement, showing their support for a future without the need for food banks.



£4 million in donations raised through Hunger Free Future so far, providing valuable resources to drive change.



Over 34 million impressions on social media, raising awareness of the problem of UK poverty.

PLATE PROTEST

As part of the campaign, we asked people to write their own short message on one of our plate posters, saying why they want to see a Hunger Free Future. Some people displayed the posters in their windows while others shared them on social media, adding their voices to raise awareness of the problem of UK hunger and the need to take action on it.



CELEBRITY SUPPORTERS

Our efforts to influence the conversation on food banks and destitution in the UK have had a real boost from the support of celebrities from the worlds of sport, music, and TV. We are firm believers that all of us can make a difference, and it's been great to see the ways in which people have generously used their platforms and profile to help **amplify messages** about the urgent need to tackle poverty and **build support** for a future without the need for food banks.

SAMANTHA FAIERS Reality TV Star



Best known for starring in The Mummy Diaries, Sam felt passionate about the injustice of people not being able to afford food, especially in her own Epsom community.

As well as donating food, Sam volunteered at her local food bank during the pandemic and delivered food parcels to people's homes. This featured on her ITVBe show The Mummy Diaries. By sharing about her experiences at Epsom and Ewell Foodbank on prime-time TV and with more than 2.5 million social media followers, Sam helped **raise awareness** and **understanding** about the drivers of food bank use, as well as fostering **empathy** for people experiencing acute poverty.

LIAM PAYNE Singer-songwriter



Liam volunteered at Euston Foodbank, as well as donating to the Trussell Trust. He regularly helps **raise awareness** of our work towards a UK without the need for food banks. Talking about why he feels it is important to do this, Liam said:

"It's not right that people in this country are unable to put food on the table. Food banks in the Trussell Trust's network do incredible work to help people most in need of support and it's vital that we get help to people in crisis today. But I'm also donating because we must work together towards a hunger free future and end the need for food banks. It's time for change."



MARCUS RASHFORD Footballer

Throughout the pandemic, Marcus Rashford has been instrumental in **campaigning**

for change and raising child poverty up the national agenda. His tireless campaigning has ensured thousands of children were protected from hunger over the school holidays, and inspired millions to care about poverty and take action towards a more just future.

We're proud to work closely with Marcus and are incredibly grateful for his work to stand alongside people living in poverty. We were particularly honoured to be named as one of his chosen charities for the People's Postcode Lottery, and want to thank Marcus for all his support. We look forward to continuing to work with Marcus in the future to ensure everyone can afford the basics in life.

LADBABY Social media stars



LadBaby have been long time supporters of the Trussell Trust, using their social media channels of over 11 million followers to help raise the awareness of food banks and helping fight for a hunger free future for all. In 2020 LadBaby not only partnered with Britain's biggest crisps manufacturers Walkers to launch a line of sausage roll flavoured crisps that raised additional funds for the Trussell Trust, but also made history by becoming only the third act ever to reach Christmas number one for a third time and generously donated 100% of the profits to support our work. Mark said:

"Nothing is more important to us than helping support the millions of families and children in the UK relying on emergency food parcels to survive. It's truly heart-breaking how many people don't have enough basic food to feed their families and we want to do whatever we can to help build a hunger free future for everyone in the UK."

Partnership Profile: Mars Food

Mars Food have been working with us since the start of 2020 to take a Stand Against Hunger. On-pack promotions on their consumer favourite brands Dolmio and Ben's Original encouraged the UK public to Stand Against Hunger and to support their local food bank, as well as raising £100,000 for the Trussell Trust.



As part of this campaign, we worked with influencers including author Emily Leary to highlight why everyone should be able to afford food. Through features in Radio Times, Olive Magazine, MadeforMums, and BBC Good Food we reached **new audiences** with messages about food bank use and poverty, **raising awareness** and **understanding** of the problem.

Mars also hosted a roundtable discussion, engaging business and political leaders with the findings of a survey that they commissioned, which highlighted concerns about the negative impact the pandemic may have on poverty and children's access to healthy meals.

In total, this partnership enabled us to reach 30 million people. Together, we were able to tell a huge audience about how they can help end the need for food banks in the UK.

LOOKING AHEAD

In this report we have shared the story of the difference that it has been possible to make together with our Foodbank Network, partners, and supporters during a turbulent and challenging year.

Food banks have supported increasing numbers of people facing crisis with emergency food and at the same time have grown their provision of support with benefits, debt, and other issues. Through our financial inclusion work, people have been supported to increase their incomes, enabling them to afford the essentials rather than needing to use a food bank.

We have played an active part in shaping the conversation about poverty through media and social media content. Meanwhile our research and influencing work has repeatedly drawn political attention to the need for policy changes to better protect people from acute poverty, and we have had some significant successes at turning this attention into action.

Undoubtedly there is much more to do. Food bank use continues to rise – telling us that major change is needed if our society is to be one in which everyone can flourish.

Over the coming year we will continue to grow and develop our work in each of the areas outlined in this report. Next year, there will also be new areas of impact to report on, as work that is currently in its early stages begins to take root and create change. We look forward to sharing more about:

Pathfinder Food Banks

Our new Pathfinder programme aims to support a small group of food banks to sustainably reduce the need for emergency food in their communities, by providing a combination of intensive support, specialist expertise and peer learning activity. So far, 31 food banks have joined the programme, which is designed to help find out which local 'levers' are most effective when it comes to reducing the need for food banks.



Diversity and Inclusion

We are investing in activity and people in a way that will help us build an organisation – and a wider movement for change – that is rooted in equity, is anti-racist, and which embodies the warmth of welcome and sense of community which are the hallmarks of food banks in the Trussell Trust network.

Participation

We believe that people with experience of living in poverty should be involved at every level of our work. We are developing new initiatives to embed meaningful participation into each area of our activity, better reflecting our values of dignity and justice. Our Stories Officers, for example, have begun working closely with people who want to share their experiences of using a food bank to drive change, supporting them to do this in a way that they feel comfortable with and in control of.

We are excited to see the fruit of this activity begin to emerge over the next year and beyond.

The scale of the challenge ahead of us is substantial, but as Archbishop Justin Welby told participants in an online event we recently hosted for church leaders, the need for food banks in the UK is 'actually quite a fixable problem'.

We agree. We believe that change is possible and are looking forward to building on the momentum that is already gathering behind our vision for a UK without the need for food banks over the coming year.

ACKNOWLEDGEMENTS

We are so grateful to everyone who has partnered with us and made our work possible over the past year: food bank staff and volunteers across the UK; people who have used food banks or experienced poverty and shared their perspectives with us; the corporate partners, funders, and philanthropists who have generously supported our work; our charity partners and local churches; and everyone who has contributed individually by donating, raising awareness, campaigning, or advocating for our vision of a UK without the need for food banks.

We would especially like to thank:

Indigo Trust	Tesco Plc
Gatsby Charitable Trust	Asda Stores Ltd
Three Guineas Trust	XTX Markets Ltd
Pears Foundation	Waitrose Ltd
Vertex Foundation	PepsiCo Inc
Ricard Foundation	Cadent Foundation
Waterloo Foundation	WW International Inc
Health Foundation	Papa Johns Restaurants
The Joseph Rank Trust	NewRiver REIT plc
The Julia and Hans Rausing Trust	Cisco Systems Inc
Portrack Charitable Trust	

ABOUT THE TRUSSELL TRUST

We're here to end the need for food banks in the UK.

We support a UK-wide network of more than 1,200 food bank centres and together we provide emergency food and support to people locked in poverty, and campaign for change to end the need for food banks in the UK.

Our most recent figures for the number of emergency food supplies provided by our network:
trusselltrust.org/news-and-blog/latest-stats/

The Trussell Trust's food bank network brings together volunteers, staff and supporters of all faiths and none to make a difference. Local churches play a vital part in this work, with around 12,000 churches actively involved in donating food, and providing venues, volunteers and financial support for food banks.

You can read more about our work at
trusselltrust.org

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