



Leicester Food Bank Plus

Quarterly service update – Qtr 1 2020–2021, April to June 2020 inclusive

General service provision schedule update

No face-to-face advice sessions were held during this quarter with all service delivery being via remote methods (i.e. telephone, email, post, and home (outside) visits for document exchange in urgent cases when some Covid-19 restrictions were lifted). Flyers were provided on an ongoing basis to all four current partner foodbanks plus the E2 emergency food hub to be distributed in their food parcels. The flyers summarised the scope of support offered, the hours of opening, and contact details.

As well as self-referral by clients following receipt of the flyer, staff and volunteers of the food projects have pro-actively gained client consent from clients that they have identified as being in need of support to enable their referral to the service.

Prior to the second lockdown being imposed, one trial session was held outside Christ the King Church's foodbank. This involved speaking to clients in a socially distanced way as they arrived to collect their food parcel, to raise awareness of the service and the support provided. Some clients were keen to provide their contact details at this stage for a confidential call back to discuss their own specific issues. This provided evidence that, as expected, not all potential clients will make contact with the service via phone/email and highlights the urgent need to resume some visible attendance at the community food projects as soon as is safely possible. This is an approach that will hopefully be able to be expanded during quarter two as second lockdown restrictions are eased.

Liaison with other partners/associates has continued via regular virtual meetings including with Feeding Britain and the other pilot projects, the Emergency Food Partnership, Leicester City Council Anti-poverty strategy, and the Feeding Leicester partnership.

Service demand and capacity

Service demand has remained high throughout the quarter with the service working at full capacity, and experiencing sustained periods of being rather stretched. April 2020 saw the greatest number of clients whose circumstances had experienced sudden change due to the Covid-19 situation, with May and June being dominated by clients with more long-standing issues that may or may not have been further impacted by Covid-19. As demonstrated in the statistics below, client work continues to incorporate both those requiring a relatively quick 'one-off' intervention, but more commonly requiring ongoing support through case work and repeat appointments.

Volunteer update

The two remaining volunteers in the project are not currently able to actively support the project due to the Covid-19 restrictions and their own related circumstances.

Project evaluation

The Year 1 Annual Report was finalised and circulated in June 2020. This included a foreword by Liz Kendall MP in her role as chair of the Feeding Leicester partnership and a press release which included comments from Andrew Forsey, CEO of Feeding Britain, and Cllr Sarah

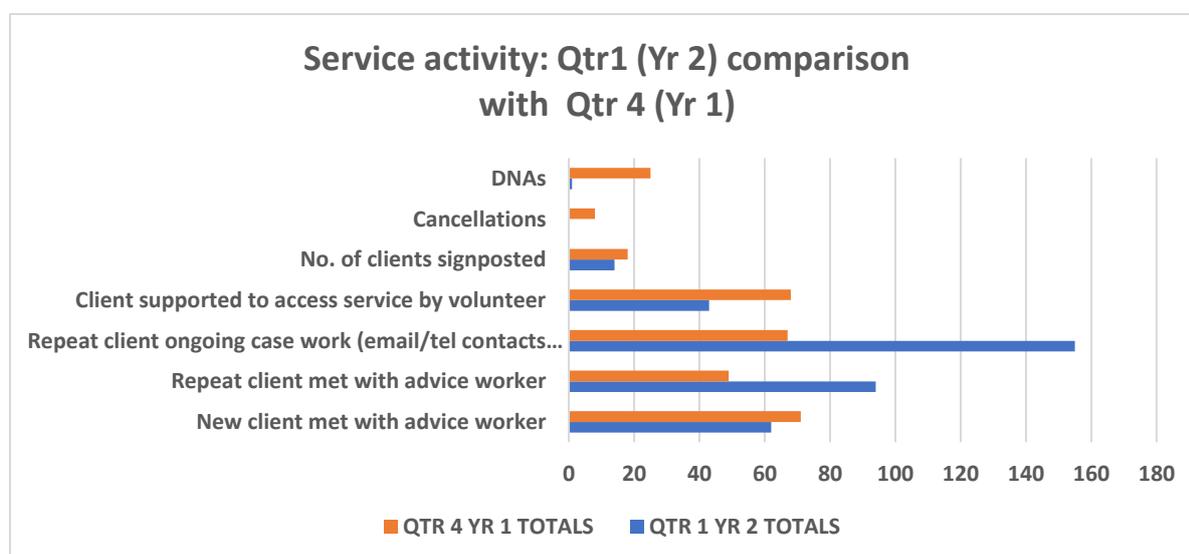
Russell, Deputy Mayor of Leicester City. The report has been well received and Feeding Britain are looking to utilise its findings in future funding applications to evidence the efficacy and success of this model of information and advice provision. Funding opportunities currently being explored are in relation to both increasing resources during this project year to enable expansion of the number of community food project partners, and for extension of the project beyond March 2021.

Data recording during remote service delivery

Data collation for this quarter’s statistics has had to be re-interpreted in line with the new remote service delivery model with the following changes: client support provided by telephone (or email if the client prefers this method of communication) now falls under the category of a ‘meeting’; clients who have accessed the service through a flyer distributed with their food parcel are classed as having been supported to access the service by a community food project volunteer. In the vast majority of cases it has been possible to identify which community food project each new client is connected with; where a few self-referrals have come through other means (e.g. the Reaching People website contact form) for the purpose of data collation and future community support where required, they have been allocated in the following statistics to the nearest of the four community food projects to their home address.

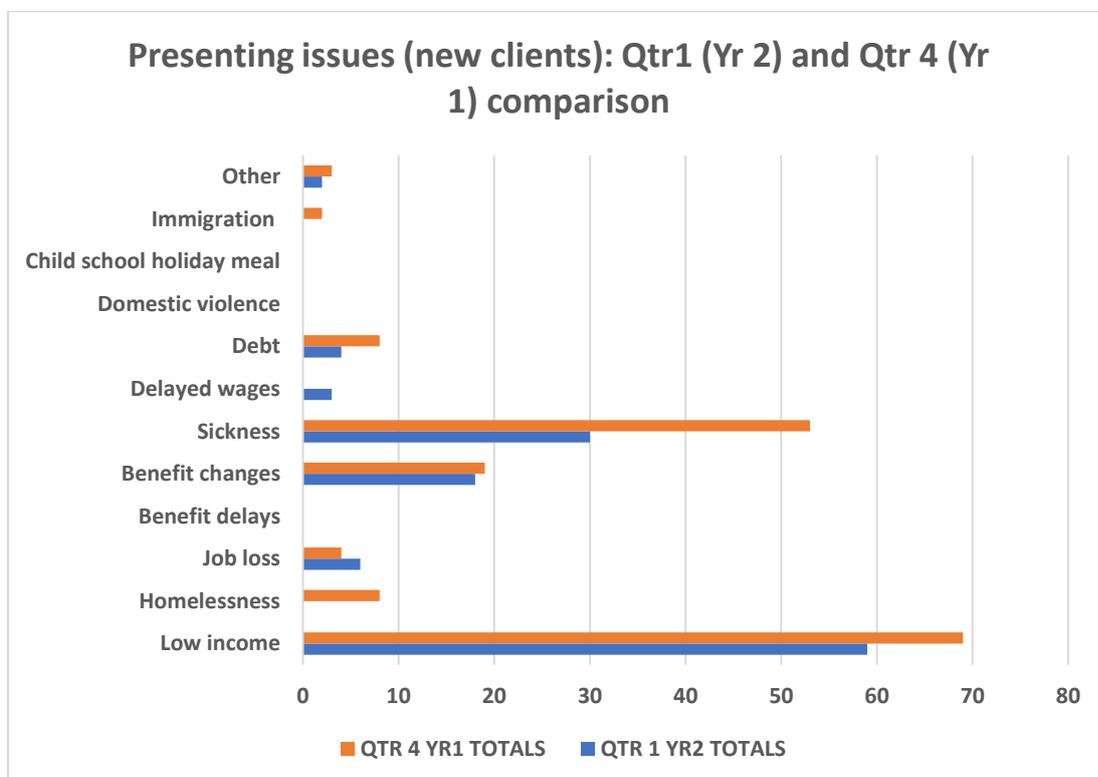
Service delivery statistics – Quarter 1 2020/2021 totals

New clients met with advice worker	62
Repeat clients met with advice worker	94
Repeat client ongoing case work (email/tel. contacts)	155
Information provided by volunteer	0
Clients supported to access the service by volunteer	43
Number of clients signposted to other services	14 Moneywise Plus (4); Independent financial advisor (1); Pohwer (1); CALS (3); Baby Basics (1); Adult social care (1); Government probate helpline (1); HMRC (1); LAMP (1)
No. of appointment cancellations	0
No. of appointment ‘did not attends’ (DNAs)	1



Number of new clients supported with information/advice by presenting issue – Quarter 1, 2020–2021

Presenting issue type	
1. Homelessness	0
2. Job loss	6
3. Low income	59
4. Benefit delays	0
5. Benefit changes	18
6. Sickness	30
7. Delayed wages	3
8. Debt	4
9. Domestic violence	0
10. Child school holiday meal	0
11. Immigration issues	0
12. Other	2 – Bereavement; New baby



Summary of client outcomes reported during Qtr 1 2020–21

Increase in annual income:

9 clients reported this outcome attributed to the work of the service.
 The total value of the increases in annual income reported by these clients is £30,047
 Average increase per person reporting this outcome in this quarter is £3,338
 (Total value of reported increase in annual income from project to date is £108,774)

Examples of further outcomes reported in this quarter (i.e. those that did not increase annual income):

- Re-instatement of benefits following successful sanction challenge
- Continuation of benefit payments following support provided with benefit reviews
- Successful grant applications for white goods and baby equipment & clothes

Priorities for Qtr 1, 2020-21

- Re-establishment of some face-to-face client contact as Covid-19 restrictions and individual community food project working arrangements allow
- Ongoing monitoring of service demand and capacity
- Maximising opportunities to share project learning for utilisation in potential future funding opportunities and to highlight the ongoing unmet need that will exist when this project finishes.