



2021-2022
More than just food

FAITHWORKS

LISTEN | GIVE HOPE | ACT | INSPIRE



Jimmy's reception area

Introduction

"It's been a lifesaver this place"

Yes, that is what our visitors say about us! And although we don't consider ourselves to be 'lifesavers', we certainly see lives changed for the better.

We are now settled in our new home at 'Jimmy's' and love to meet our visitors in this comfortable and safe environment. The immediate need of a bespoke food parcel is selected by our personal pickers and if required, we are available to chat through other concerns the guest may have.

In addition to the food parcel, and with the support of specific donations and funding, we have been able to provide fresh food, recipe bags, craft bags, Christmas hampers, toys and a listening ear to those who need it.

We have partnered with other projects and organisations too to enable us to link our visitors to support with money, debt, benefits, clothing, furniture and advice about available grants.

It is a real privilege to help people along what can sometimes be a difficult path through life.

Thank you to everyone who supports this amazing project. Whether you provide food, support us financially or give your time we are so grateful. **YOU** are the ones who are making the lives of others better.



Jane Harrison
The Store Manager

Gill Payne
Manager

Alan Purchase
Deputy-Manager



Volunteers at Jimmy's

Sue's* Story

"I live with my husband, who is registered as disabled and struggles with ill-health. I also have health problems and am unable to work, although I do manage to do a bit of voluntary work."

"My three children and baby granddaughter also live with me and I help out with caring responsibilities"

"We receive Employment Support Allowance and PIP, but this doesn't pay the ever increasing household bills. I make use of the Community Fridge for any fresh food that is available"

"My Dad passed away very suddenly and because I was struggling to cope mentally and financially I went to see the school Pastoral Care Worker"

"She referred me to Poole Food Bank+ (Jimmy's) for help."

Jimmy's has taken a great deal of stress off me. I put my children and granddaughter first all the time and I can now put food on the table for them every day. Coming here gets me out of the house. I can talk to people and receive help and advice."

"This place gives me what I feel I should be able to provide for my family"

**Name changed to protect identity.*

"Poole Food Bank+ are so kind and understanding and they are doing an amazing job."

I went there with my little one when my life knocked me down and it wasn't so easy to find support. They were there, with open arms and hearts."

Since that time we receive regular support with groceries but not just that... We were treated with a brand new vacuum cleaner as mine broke and I have to use a dust pan and brush in my place. I'm so grateful for that help."

And they never make me feel bad, ashamed or embarrassed and I so appreciate it. They are just simply there ready to help, chat or just listen and it's priceless. Thank you so much for bringing hope back. Thank you again, the vacuum cleaner is brilliant!"

April 2021-March 2022 Caring for the Whole Person

2,639



FOOD PARCELS

We provided 2,639 food parcels over the last year. There is no limit on the number of

parcels people are allowed, ensuring that we walk alongside those who need it, for as long as food is required.

900



RECIPE BAGS

Our recipe bags contain an 'easy to cook' recipe and all the ingredients required

to make this. Our bags enable families to try new meals, cook and eat together, strengthening quality time among parents and children.

3



STAFF

We have 3 part-time paid members of staff - Gill oversees Poole Food Bank+,

Alan manages the running of Jimmy's, our main hub, and Jane runs our food store.

44



VOLUNTEERS

Our incredible team of dedicated volunteers all contribute at least 3 hours

per week, some give 12 hours or more of their time a week! We are so grateful to our team, we could not do nearly so much without them.

5



LOCATIONS

In addition to Jimmy's, our main frontline centre, we also run 4 satellites at

St Clement's Church, Poole Waste Not Want Not, St Gabriel's Church, Turlin Moor and Calvary Pentecostal Church.

1



FOOD STORE

Our food store holds between 400 and 600 crates of food. These are in constant

rotation to ensure that nothing goes out of date. This enables us to distribute a far greater number of food parcels.





Recipe Bags

"I love using these recipes to cook with my children. We cook together and eat together"

"What's in the Recipe Bag this week?"

"Chocolate Brownies! What's not to love?"

These are just some of the comments made by our visitors who are all offered our special recipe bags in addition to their normal food parcel.

At Jimmy's, we believe an evening meal should not just be something that is produced from ingredients that are found in the cupboard, but something to be created from a recipe and enjoyed by the whole family. Our 'Recipe Bags' are created by our team at the food store to inspire the creation of family meals from easily accessible ingredients.

"These are amazing"

Some examples of Recipe Bag meals that we offer are:

- Chicken Curry
- Corned Beef Hash
- Sausage Hot Pot
- Vegetarian Curry
- Vegetable Mexican Fajitas
- Chicken and Stuffing Bake
- Spaghetti Bolognese
- 'Let's Cook' Pancakes
- 'Let's Cook' Chocolate Brownies
- 'Let's Cook' Chocolate chip cookies'

That's just a few of around fifty options we have!

A Sample Recipe Vegetable Curry

Ingredients:

- 1 jar of curry sauce
- 1 tin of tomatoes
- 1 tin of mixed beans drained and rinsed
- 1 tin of chickpeas drained and rinsed
- 1 tin of peas, sweetcorn and carrots
- 1 vegetable stock cube
- Rice

Method:

1. Put the curry sauce in a large pan and heat for a few minutes.
2. Add the tomatoes, mixed beans, chickpeas, sweetcorn, carrots and stock.
3. Simmer for 25 minutes.
4. Meanwhile cook the rice according to the packet instructions.



Caring for the Whole Person

If it is difficult to find the money to purchase food, then there is often something else that we can offer as way of support.

FOOD Those who come to our main frontline service at 'Jimmy's' are given the opportunity to choose the food that is in their main food parcel. In addition to this, we offer fresh fruit, vegetables, bread and cheese.

MONEY Our friendly and supportive CMA (Community Money Advice) team are able to provide free debt advice and budget support to those who wish to access this.

HOUSING We partner closely with our friends at Shelter, who can offer support with any housing related issue.

BILLS The Citizens Advice mobile support vehicle visits our site at St James Church on alternate Wednesdays and can advise about any grants available.

BENEFITS We can offer support with journal entries, claim forms and phone calls. Citizens Advice are also available to advise on more complex issues.

FURNITURE We work with our sister project at The Storehouse to provide furniture. We are also advocates for Acts435, an online giving site, directly connecting those who want to give with those who are in genuine need. Submitting applications to the Acts 435 site enables us to source funding for those who need essential items of furniture.

CLOTHING We work closely with the Wardrobe Foundation to provide ladies' clothes. In addition to this we also provide support with children's clothing and shoes.

COOKERY COURSES We have a team of volunteers who prepare and deliver cookery lessons for parents of school children and for those who are vulnerable.





Our incredible volunteers gave 6,864 hours of support last year!

A visitor who has been referred to Jimmy's, overseen by Alan, or to one of our satellites will receive a friendly welcome, an offer of refreshment and the opportunity to chat through any concerns. They will be given a choice of ambient food, fresh food and a recipe bag.

We encourage our visitors to engage with us so that we can support them through the challenges that they are facing. Our teams of volunteers are skilled at listening and are highly empathetic. We seek to provide a safe, comfortable place that is full of friendship, care and support.

One visitor commented to another....

"Isn't it great that we all come in here with problems but we all leave with a smile on our face"

How it all Works

In addition to donations of food from individuals, churches, schools, businesses, clubs and groups across the town, our team of volunteer drivers collect the food that is donated via the food collection bins in six supermarkets.

Food items are delivered to our food store, currently located in the Dolphin Centre, where teams of volunteers, overseen by Jane sort and store food according to type and date. From the store, our volunteer drivers deliver crates to our main site at Jimmy's and food parcels for single people, couples and families to our satellites.

In Poole we have between 150 and 200 partners who engage with the community and who are able to identify those who need the support of a food bank. They are able to authorise a visit to the Food Bank for support with food and for signposting to other services as needed.



A woman with dark hair tied back, wearing a black and white floral patterned top, stands in a food bank aisle. She is smiling at the camera. Behind her are shelves stocked with various canned goods, including soups and beans. A yellow sign on the shelf behind her reads "READY MEALS". In front of her, on a table, are several cans of food, including soups and beans.

From Needing Help to Volunteering

"People are really low when they come here but over time you can see people changing. It's really lovely to see."

Linda first came to Poole Food Bank+ two years ago just before the start of the first lockdown. She explained: *"I was in temporary accommodation and I didn't know where anything was in Poole. The lady in the guest house, where I was living, sent me to the Food Bank. They were great, they were like you need to go to the Jobcentre, you need to get a doctor."*

"I think I had been here a few times, then we went into lockdown and I said do you need any volunteers?" I started on the Monday and I love it! All sorts of people come here, I think they're at their lowest when they come here, it's nice to see them build back up again."

"At the beginning it was really difficult. It becomes easier, once you've asked for help, it then becomes a lot easier to be able to say look I'm struggling, I need help with this."

"My old thinking was – they just want to know all about my business, my life. You have to learn to trust people and that's a big part of it as well."

"This place has helped so many people. You're made to feel welcome. They take an interest in you. You come in and they try to make you feel a bit more positive, look there is light at the end of the tunnel. You come out feeling things are not as bad as they seem."



More Than Just Food

Beth* came to Poole Food Bank+ in February 2022, she explains: *"I first visited the Food Bank in February after moving to Poole with my two young sons.*

I met an amazing lady called Gill who has helped with so much. *Not just food items but helping raise funds for a new fridge, a free day out to Alice in Wonderland [a family theme park] in the summer holidays, cafe vouchers but also, most importantly, a listening ear when I've needed it the most.*

I love visiting the Food Bank, everyone is so kind

and helpful and never judge you or your situation.

The Recipe Bags are also very popular with Beth and her sons: *"My boys are also a big fan of the recipe bags they provide and enjoy following the instructions included in the bag so they can help me out in the kitchen.*

I cannot thank Faithworks enough for how they have supported us *since moving to Poole and I will be forever grateful."* - Beth*

**Name changed to protect identity*

Thank You

My name is Gill and it is my job to oversee things at Poole Food Bank+. I have been employed by Faithworks for over six years and in that time this project has more than doubled in size.

This is not because we have sought to expand our project, but our growth has been the inevitable result of more and more people needing support.

I hope this annual review has given you a flavour of what we do. To keep the Food Bank+ operating, we need donations of food, volunteers and financial support for the costs of running a project such as this.

Our grateful thanks to anyone who has made any contribution to making this work.

I am so conscious that everything that we have has been donated to us, be it a practical contribution, volunteer time or financial support.

We daily commit ourselves to using any contribution wisely, in the knowledge that we only act on your behalf, using what has been given to us by the community of Poole to serve the community of Poole.

Gill Payne

Gill Payne
Manager



Poole Food Bank+

Become a friend of Poole Food Bank+ by donating £10 or more a month by setting up a direct payment or regular payments:

Bank: CAF Bank

Account Name: Poole Food Bank+

Account Number: 00034948

Sort Code: 40-52-40

Alternatively you can donate via our CAF Donate campaign here:
<https://bit.ly/Poolefoodbank> or scan the QR code:



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Charity no. 1108714