



**POOLE
FOOD
BANK⁺**

2023

More than just food

FAITHWORKS

LISTEN | GIVE HOPE | ACT | INSPIRE



Introduction

Wow! What an incredible year! In this annual review read about all the support that, with your help, we have provided to the community of Poole during 2023.

As well as the more traditional means of accessing the Food Bank, we now partner with 35 schools in Poole to support families who have presented themselves as in need of support. This has led to the provision of more food than ever before.

Other 'big' stories of the year are the successful move of our food store to a different unit in the Dolphin Centre, the purchase of a bigger van to transport food, and our volunteer Josh, who climbed Mount Kilimanjaro to raise much needed funds for us.

The new unit is smaller and easier to manage, and the larger van makes transporting food far easier.

"I have been with Poole Food Bank since 2015 and feel very 'at home' here. I think we have something very special at Jimmy's, created by the interaction between staff, volunteers and clients.

There is respect, good humour and support for all, also a genuine welcoming atmosphere."
- Rose, volunteer

2024 is set to be another challenging year for many, as the cost of living and ongoing uncertainty continues to rise.

Here at Poole Food Bank+, we are committed to providing food, face to face advice around budgeting, debt, housing, benefits, victim support, and informed signposting to other support services. Where possible we support with cooking projects, women's clothing and school uniform alongside other family support.

Whether you donate food, financial support or time, we are so grateful to everyone who partners with us to prevent food poverty across Poole.



Gill Payne

Gill Payne
Manager



Alan Purchase

Alan Purchase
Deputy-Manager

Jane Harrison

Jane Harrison
The Store Manager

Aaron and Sydney's Story

Aaron and Sydney first came to Jimmy's in November 2022 when Aaron had to give up self-employment due to ill health.

They were referred to Jimmy's by the BCP Crisis Team, and immediately we were able to provide emergency food. It was clear there were other real needs and through discussions we were also able to provide a washing machine and vouchers to buy baby clothes.

A few days before Christmas, Sydney became ill and was admitted to hospital. For the first time in his life Aaron felt really alone - his partner in hospital, the baby became ill and he was struggling financially.

He came to see us at Jimmy's as he feels that it is like "talking to family". A place where I can "sit, relax and feel human". A place where "I am not judged or embarrassed".

We were able to provide pyjamas and a dressing gown for Sydney, and two days before Christmas she was discharged. We provided a Christmas Hamper and partnered with Forestry England, who delivered and decorated a Christmas tree.

Aaron has said that 'every week something has improved'. Sydney now has a part-time job and Aaron has returned to part-time self-employment.

In the meantime a family day out, for respite, has been funded by local company Mazars. Aaron said: "I will happily tell anyone about the help that you have given us because it has just been unbelievable".



Locations

1 Main frontline service - Jimmy's

1 Central food store at The Dolphin Centre

6 Satellite sites across Poole

Community Money Advice (CMA)

3 Debt Advisors

5 Personal Budget Coaches

57 Received debt advice or budget coaching support

POOLE FOOD BANK+ 2022 - 2023

13,931 Mouths fed over the last year inc 6,988 adults & 6,943 children

Volunteers

49 Volunteers

28 Volunteers at Jimmy's - consisting of 4 teams

11 Drivers - consisting of 5 teams

10 Store volunteers - consisting of 2 teams

Extra Support

900 Recipe bags given out

80 Electric blankets given out

35 Schools supported

30 Wardrobe Foundation referrals

9 Monthly Tea & Chat sessions





Our Recipe Bags

Our Specials Table

This is where we profile our Recipe of the Week, Holiday Activity and Craft Bags. As well as cooking equipment and blenders which we received specific funding for, alongside recipes for vegetable soup and our very popular Allotment Rhubarb Crumble!

Information about Dorset and Wiltshire Fire and Rescue service has been featured – as they offered donations of electric blankets and home safety checks to those we support.

The Specials Table is also a great opportunity to provide inspiration with events such as our Spring Cleaning Week - done together, chores are much easier to manage!

Main Reasons People Use the Food Bank:

Benefit Delays

Benefit applications can take up to 10 weeks to process

Housing - Being Rehoused or Relocated

Job Loss

Carers - Low Income

Low Income Jobs

Domestic Violence

Pensioners on low income

Homelessness

Serious Illness or Lack of Sick Pay

“Lovely kind people at Jimmy’s. Thank you for your food, help and advice, the cuppa and space to sit quietly was most appreciated as is my new electric blanket, unexpected and a warm night ahead.”

Just to say I’ve made a tasty chicken stew full of vegetables. Your recipe ideas in colourful bags are a thoughtful and cheerful touch. You do valuable work and you give hope. Thank you so much.”



Mandy, Sarah & Catriona (l-r) from the CMA team

CMA Team

cma
Freedom from debt
Hope for the future
Faithworks CMA



“It’s a real privilege to head up the CMA team at Poole Food Bank+. The volunteers are amazing at journeying with our clients, using a holistic approach, to help them become free from the burden of debt.”

*- Catriona Ffolliott-Powell,
CMA Team Lead Poole*

Operating under the CMA (Community Money Advice) network and regulated and authorised by the Financial Conduct Authority, our CMA team provide free debt advice and budget support. This team is made up of one member of staff and seven volunteers.

Our incredible CMA volunteers gave 483 hours of support throughout 2023!

This year we supported **57 clients** helping clients to manage a monthly average of £354,646 worth of debt.

We work hard to build trust, placing the emphasis on listening to individuals to understand how their current financial circumstances have arisen. We can liaise with creditors, and in some cases, prevent further charges. This in turn creates space for clients to reorganise their finances and address priority debts. It is life changing work.

The CMA team walk alongside clients until a workable debt solution is found and for as long as support is needed.

“For the first time in my life I’m completely debt free and it’s an amazing feeling!

I can’t thank the CMA team enough for all the hard work, help and support they gave me throughout the whole process. I could never have done it without them. [My advisors] are absolutely brilliant and I’m so grateful to you all for all your hard work and support.” - Linda



Tea and Chat Thursdays

These monthly sessions are an opportunity for our visitors to sit and chat about **anything!** A time to share concerns, joys and to simply just 'be yourself' away from the pressures or isolation that normal life can bring. *We love tea, cake, and above all, honesty and simply accepting each other!*



"I really look forward to Thursday afternoons when I can chat with people I trust"

Wardrobe Foundation

We partner with the Wardrobe Foundation, who provide quality and personalised clothing support to women. The Wardrobe Foundation provide beautiful parcels of pre-loved clothing for us to distribute to those who need it.

School Support

We are so grateful to Mazars, who provided funding for us to support families with the cost of school uniforms and family days out.

The Wooden Spoon children's charity supported us with donations of holiday activity packs. Thank you!

"Thank you for our Splashdown tickets. I was really excited and it was lots of fun!"

My favourite ride was Infinity, where you slide into a bowl and fall into a tank. It was the best day of the summer holidays."





Our Team

**Our incredible volunteers gave
8,476 hours of support in 2023!**

At the heart of what we do, our volunteers provide:

- A friendly, welcoming face on the reception desk
- Teas and coffees for our guests
- Food picking for food parcels
- Making up 'Recipe Bags'
- Mini projects such as organising the distribution of cooking equipment and electric blankets
- Conversation with our visitors and signposting
- Driving and transportation of food around the town
- Sorting, storing and managing stock
- Mutual support across the team
- Debt advice and budget support

The BIGGEST 'Thank you' goes to everyone who volunteers.
Poole Food Bank+ could not happen without YOU!

Josh's Climb up Mount Kilimanjaro

Josh first came to Poole Food Bank+ when he and his children donated Easter eggs. He decided to volunteer and became one of our delivery drivers.

Our drivers provide an essential service collecting food donations from supermarkets to courier to our food store. Food is then sorted and delivered to Jimmy's, our main frontline service, where it is distributed to our visitors.

A larger van was needed to cope with demand. Josh decided to organise a fundraiser specifically for this by climbing Mount Kilimanjaro, he explained: *"...demand for help has grown 77% [since spring 2022]... I have met nurses, school teachers and other professions that have had no choice but to turn to the Food Bank."* - Josh

Thank you Josh for taking on this incredible challenge and raising the funds needed to purchase a larger van.





Canine Delivery of Food Donations!

Cani-Cross is a sport that was invented by husky owners whose dogs needed a good daily workout but could not be let off the lead.

Racing against the clock, competitors and their dogs have to remain attached to each other at all times while running around a pre-set course.

Our local Cani-Cross group ran from Lilliput to Jimmy's carrying backpacks of food donations for Poole Food Bank+. Two-legged and four-legged runners all needed a drink on arrival. There is never a dull day at Jimmy's! *Special thanks to the Springer Spaniels Oakley and Murphy.*

Housing Support

Home is a human right. It is the place where we should thrive. Yet many of the people we meet are devastated by a housing issue or emergency.

Every Wednesday morning, we are joined by Ian Swinden (photo below) from Shelter or by one of his colleagues, who are available to provide advice, support and one-to-one personalised help with housing and homeless issues.

We are so grateful to Ian, Jade and Kate for making themselves available and so approachable for our visitors when crisis hits.



Our Satellites

| Last year our satellites handed out 1,548 food parcels

In addition to our main frontline service at Jimmy's, there are volunteers who provide food parcels from our six satellites around Poole.

Our most recent satellite has grown from our friends at **Bourne Community Hub**, who are now able to receive visitors needing food - thank you to Mel and the Team!

"I felt so embarrassed and ashamed before I came to Jimmy's the first time. But I would like every Mum to know that asking for help is not a sign of failure but an indication that you are doing the right thing to help your children.

My children love coming to Jimmy's and ask 'When are we going to see those nice ladies again?'

I would encourage everyone who is struggling to come to Jimmy's and ask for help." - Mum





Thank You

My name is Gill and it has been my job along with Alan and Jane to oversee things at Poole Food Bank+. I have been employed by Faithworks for nearly eight years and in that time this project has grown enormously 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.

Our grateful thanks to anyone who has made any contribution to 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
Manager Poole Food Bank+

“First time going there today and I can’t thank them enough. They ask you what you need and are so very helpful. What a lovely group of volunteers.”

Become a friend of Poole Food Bank+

Regular donations help us to plan more long-term. Standing orders can be set up using the bank details below.

- **£5** per month provides cheese, ham and butter to include with a family food parcel.
- **£10** per month provides fresh fruit and vegetables, bread and milk to include with a family food parcel.
- **£20** per month provides dairy produce and fresh fruit and vegetables to include with a single person’s food parcel.



Bank: CAF Bank Account

Sort code: 40-52-40

Account number: 00034948

Alternatively scan the QR code to get started

Alternatively a standing order and gift aid form can be downloaded from our website at:

faith-works.org.uk/get-involved/donate/

or you can contact the office by calling 01202 429037.

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*Poole Food Bank+ is proud to be part
of the Faithworks' family of projects*

FAITHWORKS

LISTEN | GIVE HOPE | ACT | INSPIRE

Charity no: 1108714 – Company no: 5077777






We believe that no one should be alone on their journey when life is hard.
Faithworks works alongside people, practically building hope and resilience.

We want every single person locally to be within 15 minutes of a place of welcome that
radiates life, community, and immediate help – exactly as **Poole Food Bank+** does!

We run practical projects around food, finance, recovery, homelessness and lone parenting
in urban Dorset, collaborating with councils, other charities and local churches.

Find out more by clicking on the QR code below...



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