

IMPACT REPORT 2023



CHALLENGING POVERTY
WITH DIGNITY AND HOPE

WELCOME

From CEO, Howard Wardle MBE

This has been a very challenging year and we have again worked very hard as a team to help as many people as possible to combat the effects of poverty and help them live independent, dignified and fulfilling lives.

Our overall numbers, compared to last year, show an increase of just over 1%. When this is compared to most foodbanks across the country holding the increase to a very small amount shows that the work we have undertaken has started to yield results. There is, however, still a long way to go.

During the year our team has encountered many incredibly difficult, sad, and challenging situations, and as statutory services are severely cut back, clients call on foodbank for support and advice. We often feel that when all else fails foodbank is the final safety net to step in to offer support. This has meant we have needed to develop strong and positive

relationships with several other often overworked charities who offer very specialist services that we can refer clients to for help.

The challenge of supporting clients in very difficult circumstances has also encouraged us to work closely with both our borough and county councils to question and call for social justice. Change does really happen when supported with clear evidence.

Thank you to our volunteers, our staff team, trustees, grant funders, private donors of finance and food, churches, schools and many local businesses for standing with us during 2023. Your support has been invaluable.



OUR VALUES



Compassion

We show compassion, kindness and empathy to everyone who walks through our door.



Justice

We are motivated by a desire to see a more just society. It's not right that anyone is facing hunger and poverty. Everyone should have enough income to afford the essentials.



Community

We believe in a sense of community, where people hold genuine, mutual respect for one another, have a strong commitment to where they live and to helping and supporting each other.



Dignity

We approach each individual without judgement. We believe in the right of every person to independence, choice, privacy and respect.

OUR AIM

At Eastbourne Foodbank, we are working towards a society in which there is no longer a need for large-scale foodbanks. Alongside emergency food, we offer welfare rights and debt advice. The team works closely with other local agencies to ensure our clients have access to specialists in areas such as employment support, digital access and energy advice, and gathers evidence about the crises our neighbours are experiencing to share with local and national decision makers.

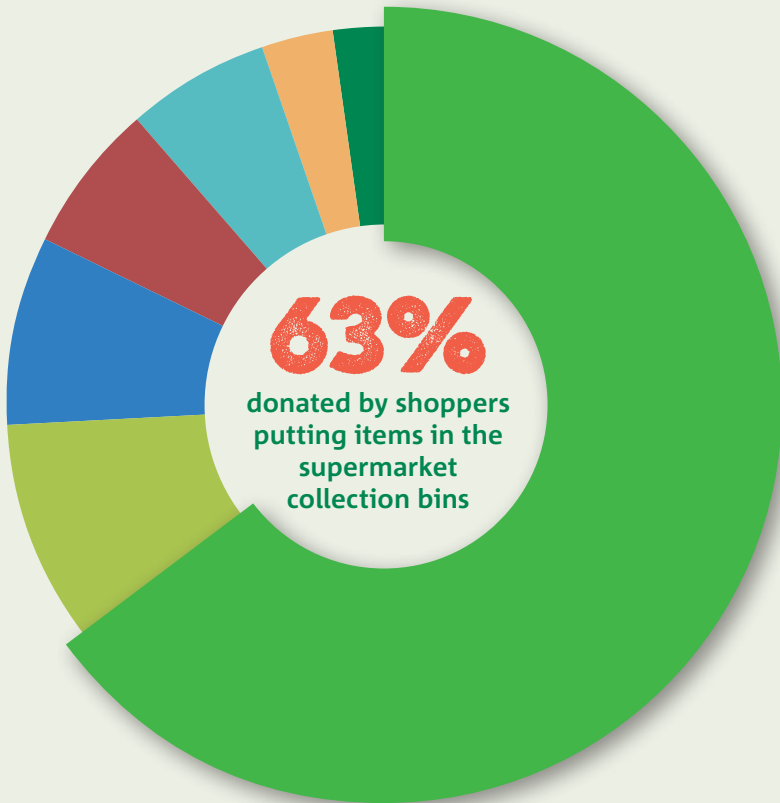
It is our aim to work alongside our clients. Together, we are on a journey to lift people up and out of needing to use the foodbank.



DONATIONS OF FOOD

Every year there are wonderful stories of compassion, thoughtfulness and sacrifice. This year they included 10-year-old Wynter who, instead of birthday presents at her party, asked her friends to bring donations for foodbank instead.

And then there was 14-year-old Emma, who was so moved following a school assembly about foodbank that she got baking, sold cakes and cookies to her friends and raised £175 for food. Without people like Wynter and Emma, and many more like them, we wouldn't be able to do what we do.



Pie chart key:

- Donations from shoppers at supermarket collection bins
- Purchased
- Donations from bulk distributors
- Donations from churches
- Donations from other individuals
- Donations from schools
- Donations from charities

SATELLITES



A total of
28,778
 food parcels were provided
 by Eastbourne Foodbank

SEE HOW
 WE SET UP A
 SATELLITE



ACTIVITY ACROSS OUR FOODBANK SATELLITES IN 2023

Foodbank satellite	Adults	Children	Total
St Richard's Church	1,078	724	1,802
All Souls Church	2,959	1,232	4,191
St Elisabeth's Church	1,263	871	2,134
Willingdon Trees Community Centre	1,329	696	2,025
Gateway Church	1,131	779	1,910
Langney Community Centre	1,383	762	2,145
St Saviour's Church	2,156	835	2,991

FINANCIAL INCLUSION – CHALLENGING POVERTY


Our financial inclusion team works alongside clients to maximise their incomes by providing advice about issues such as managing debt and access to the correct welfare benefits.

We work within a network of local support agencies and make referrals to a range of specialist teams, including housing, health, budgeting and social care support.



DURING 2023 THERE WERE:

 **5,925**
actions taken on
behalf of clients

 **1,280**
clients throughout
the year

 **92**
debt cases
supported

 **70**
PIP
appointments

 **£170,635**
total debt managed

 **£1,002,035**
recouped for clients

OPERATIONS

Our warehouse is the busy central hub of our foodbank operation. It's here that collected food is brought to be weighed and sorted, and it's here that it is organised each day for delivery out to the satellites.

This year 159 tonnes of food was donated and was processed through the warehouse. It's also from here we manage a small amount of home deliveries for clients who are unable to get out.

KEY STATS:

159 tonnes

of donated food was sorted through our warehouse in 2023.

The warehouse team, which includes our drivers and volunteers who organise the food, comprises of

49 volunteers.

Our volunteer drivers routinely pick up collections from

36 regular collection points

in supermarkets, churches, community centres and other locations.



FINDING PATHWAYS OUT OF POVERTY

Providing emergency food to people in crisis is a key priority for us, but we are also committed to ending the need for large-scale foodbanks – and working for that objective.

We know it takes a whole community to create sustainable change and find pathways out of poverty. We

work locally and nationally with decision makers, other organisations and individuals to plan and deliver a better future.

Our team has been working to a strategic plan, with the aim of reducing the high level of local need for our foodbank.



We were invited to speak on behalf of foodbank clients across the country at the Parliamentary launch of Trussell's Guarantee our Essentials campaign in the House of Commons.

We worked with our team, clients and data to identify strengths and gaps in local services and supported partners to build on their community offer.



Towards the end of the year, we launched an open letter urging local churches, companies, and organisations to back calls for urgent action to tackle the local housing crisis.

Support built within our town, enabling us to update members of our community supporting our work on social justice.

The team welcomed our local MP at our busiest foodbank satellite, All Souls Church.

We worked with local churches to develop community activities which go 'beyond the foodbank'.

We held participation events, consultation groups and surveys with our clients to listen and learn from their experiences.

Our team prioritised building closer working relationships with teams across areas such as children's services, health, housing, DWP.

The team's joint work with schools in Eastbourne enabled us to get a leaflet in the book bag or rucksack of every child in the town. These leaflets signposted to support services to prevent people from needing to use the foodbank.

We shared the cooking and budgeting expertise of our clients with the Eastbourne community to help others through the cost of living crisis.



Our team participated in Trussell Trust's national 'Guarantee our Essentials' work, calling for national change.

This included running a regular market stall in Eastbourne town centre.



A YEAR IN PICTURES

JANUARY

We kicked off the year with our second podcast with Eastbourne Community Radio, sharing the very real experiences of clients and volunteers at our Tuesday satellite at All Souls' Church.



FEBRUARY

They may not have been summer nights in cold wet February but volunteers and fund-raisers were totally devoted to Grease in February as they dressed up 1950s style for singing, dancing and fund-raising for foodbank – all in tribute to the iconic movie.



MARCH

Calling for change is an important part of our work and March saw our Deputy Chief Executive, Jess Holliday, visit the House of Commons to be on the panel for the launch of the Trussell Trust and Joseph Rowntree Foundation's Guarantee Our Essentials campaign. Jess spoke to the packed committee room about foodbanks.



APRIL

We teamed up with the wonderfully talented East Sussex College catering students in April for a new brunch initiative. They joined us for three Mondays at the Gateway Christian Church in Hampden Park to cook and provide breakfast and smoothies for the local community.



MAY

In May we welcomed our new Chair of Trustees, Adrian Butcher. The former BBC journalist and producer took over the leadership reins from Chris Sneath, who had held the position of chair since 2013. Our trustees play a vital role in the management of our foodbank.



JUNE

As a charity we rely heavily on fund-raising and the support of the community. We were bowled over in June to receive a cheque for more than £10,000 as one of the Mayor's Charities. We remain extremely grateful to Cllr Pat Rodohan for choosing us as one of his charities and to the local community for supporting the fund-raising events.



JULY

For many of us July and the arrival of school summer holidays is good news – especially if the sun is shining. But for many of our clients it means even more budgeting challenges to afford food for the whole family. To help we launched new information packs containing our Money Worries leaflets. These went out to every family in the town either through their child’s bag or via a school’s email communication. This leaflet contained advice on support and help available to help ease the strain on family finances.



AUGUST

We are so grateful to one-time client, now volunteer, Robert, who allowed us to film him speaking about his experiences after his business failed due to the Covid pandemic and how he turned to foodbank for help when he had nothing. Having hit rock bottom, foodbank was a lifeline for him as he put his life back together. Now he volunteers for us, helping others facing similar challenges. Told in August, his story is one of sadness, resilience and ultimately, hope. See video link on page 13.



SEPTEMBER



Our Chief Executive, Howard Wardle, hit the headlines in September when he officially opened Eastbourne’s new B&M store. But this was no ordinary store opening – many of the staff had previously been out of work and had been given this employment opportunity by B&M.

OCTOBER

Harvest time is always fantastic. It’s a time to reflect and be grateful for all we have and it’s a time when the community always pulls together and donates food for those in desperate need. This harvest-time we did a tour of schools in Eastbourne where we were grateful for the opportunity to lead assemblies and give young people a better understanding of what we do, and why.



NOVEMBER

We rely heavily on our super-supportive local supermarkets and the annual Tesco three-day collections held in the summer and then in November are essential for our warehouse stocks. This year was no exception. Over the three days, Tesco shoppers in Eastbourne donated almost three tons of food!



DECEMBER

December is always frantic but also humbling and heart-warming as businesses, local groups and individuals pull out all the stops to support us. This year it also brought a first! We teamed up with the choir of Shinewater School to record and film our very own song “A Helping Hand”. It didn’t top the festive charts but it was our Christmas No.1.



VOLUNTEERS

 **185**
volunteers

Our volunteers are the backbone of Eastbourne Foodbank and all 185 of them play an essential role in every part of what we do. Week in, week out, they commit their time to collecting food from supermarkets,

sorting in the warehouse, driving and delivering food to the satellites, supporting clients at the satellites, helping with admin tasks, and providing advice services. Thank you is not a big enough word.



AINE is an A-Level student at Bexhill College who volunteers at our Willingdon Trees satellite on a Wednesday morning. She enjoys meeting with and chatting to the clients as she helps them select the food they need and would love to see more young people getting involved. She said: "I've been doing this since September. I had a gap in my study timetable and wanted to do something positive with it. I know I am fortunate and there are so many local people and families who have real problems and need support. I would say to any young person that it's only three hours out of your week and it is so rewarding to make a contribution."

MOLLY is a student from University of Brighton studying nutrition. As part of her degree course she has to complete 50 hours of voluntary work. She brings an interesting and different perspective to our food operation. "I've not had any previous experience of foodbanks so it's been a real eye opener. From a nutrition point of view it's been really interesting seeing what people donate and what clients like to eat."



MARK has been volunteering for more than two years and is one of our drivers. You'll see him on a regular basis driving one of our vans to collect food from supermarket collection points, or delivering food to our satellites. For him the motivation comes from his Christian faith. "This is part and parcel of my faith. It's important, when there's a need, to do what you can in your community."

DENNIS is a long-standing volunteer having been involved with foodbank for 12 years. For a while he was one of our trustees but now volunteers in the warehouse each Tuesday, sorting and organising food from donations and to go out to the satellites. He said: "I had been at a talk and was walking along the seafront and I saw quite a few homeless people in the shelters. I just knew I had to do something about it. I've been involved ever since and really enjoy it."



CLIENTS' STORIES

"My name is Phillip, and I just wanted to say how much we are humbled by your service. We could not have made it without your help...you really have given us hope in humanity. We would never have believed we could have been in this situation. Thank you, thank you!"

"When I first came to foodbank I was at rock bottom and really didn't know where to turn. The best thing has been meeting people who really care, don't judge, and really want to help. It has made such a difference."

"I don't want to be here, I don't want to be on benefits but my rent has gone up so much, I just can't afford much in the way of food. I'm so grateful to everyone who donates, I wish they could see how much it means to people like me."

ROBERT'S STORY

Robert's story properly captures what we're about and what we're aiming to do. We hope it inspires everyone who donates food to us, and also everyone who needs our support. It shows how vital those donations are and how much they mean, and it proves that better times can be just around the corner.

When Robert turned to foodbank for support he had nothing. Covid had destroyed his long standing successful business, for 11 months he had no income at all because his Universal Credit application was being reviewed, and he was literally going days without any food. He lost eight stone and didn't know where to turn. Then he came to foodbank.

In his honest, moving and inspiring account Robert tells of how he broke down in tears when he got home with the food he'd been given, and how much it meant having had nothing. He now volunteers for foodbank and, with lived experience of real hardship, does so because he wants to help and support others through, and out of, the same misery.



OUR SUPPORTERS

Year after year we rely on the continuing generosity of our community and donations from supermarket shoppers, local business, community groups, churches, schools and individuals. 2023 was no exception.

Tesco always pull out the stops for us with their three-day summer and winter collections, and Morrisons once again held their local community Giving Tree scheme in the run up to Christmas. Fresh bread, cakes, fruit, and vegetables also arrive regularly at our warehouse from Lidl. Waitrose holds an annual Food Drive for us, and Sainsbury has consistently supported us over many years. At Christmas, The Works held a gift appeal and collected hundreds of presents for us to give to our clients' children. We're extremely grateful to them all.



And this year we've also had a more unusual donation partnership! Shinewater School adopted our foodbank song "A Helping Hand" and sang it at fund-raising events around the town before Christmas.

OUR FUNDERS

We are extremely grateful to the following funders who have enabled Eastbourne Foodbank to operate during 2023:



Several companies, churches and organisations have supported our work financially or in kind. Many private individuals regularly support our work and wish to remain anonymous. We are deeply grateful to each one for their support.

OUR STAFF TEAM



Howard Wardle MBE
Chief Executive
Officer



Jess Holliday
Deputy Chief Executive
& Safeguarding Manager



Nicola Devenney
Head Office
Administrator



Freya Brooks
Satellite Support
Manager



Lara Lloyd
Support Worker &
Designated Safeguarding Lead



Mark Titherly
Warehouse &
Distribution Manager



Pauline Harris
Deputy Warehouse &
Distribution Manager



Debbie Canning
Advice & Debt Centre
Manager



Sue Brown
Advice Centre
Administrator



Rupert Colkett
Senior
Advocacy Officer



Robert Crockford
Senior
Advocacy Officer



Pauline Baker
Advocacy
Officer



Martin Smith
Accounts
Officer



Juliet Mead
Campaigns
Manager



Iain Luxford
Communications
Lead



HOW CAN YOU GET INVOLVED IN 2024?

There are several ways you can help make a difference:

BECOME A FRIEND OF EASTBOURNE
FOODBANK

SUPPORT OUR
CAMPAIGNS

DONATE MONEY

DONATE FOOD

VOLUNTEER

PARTNER WITH US



01323 409925

www.eastbourne.foodbank.org.uk

Head Office:
Unit 3, 55 Brampton Road, Eastbourne BN22 9AF
Registered Office:
Chantry House, 22 Upperton Road, Eastbourne BN21 1BF
Registered charity number in England and Wales 1149902
Registered company number 08300396