



Food Bank

North Paddington

ANNUAL REPORT
2016 / 2017

THE WAY NPFB HAS TALKED
THE HEARTS OF STRANGERS
& NEIGHBOURS

REDUCING
EMBARRASSMENT
FOR ASKING
FOR HELP

MAKING PEOPLE
FEEL UNCOMFORTABLE
& NOT WELCOMED

Fabulous
Volunteers
& many
happier
Clients

STREET TALKING
GETTING
OUR
MESSAGE
CLEAR
ONE
VOICE

The Passion & Commitment
of Everyone involved.

The FoodBank in North Paddington. Karen Buck, Patron of the FoodBank and MP for Westminster North

There was, in the aftermath of the absolute horror of the Grenfell Tower fire, a kind of pride to be taken in the generosity of the community. Individuals, organisations, faith groups, gave time, effort, money and goods in an extraordinary outpouring of kindness. Need was seen and need was responded to. The people who organise, collect and distribute food for the North Paddington Foodbank show the same spirit, month in and month out seeing need, and responding to it. We owe them our heartfelt thanks - they are a reminder of what makes a neighbourhood a good place to be.



None of this should prevent us also asking the hardest of questions about why those needs are there and in many ways becoming more pressing. For in truth hunger destitution, and, of course, homelessness are becoming more common, in a country which remains one of the richest in the world.

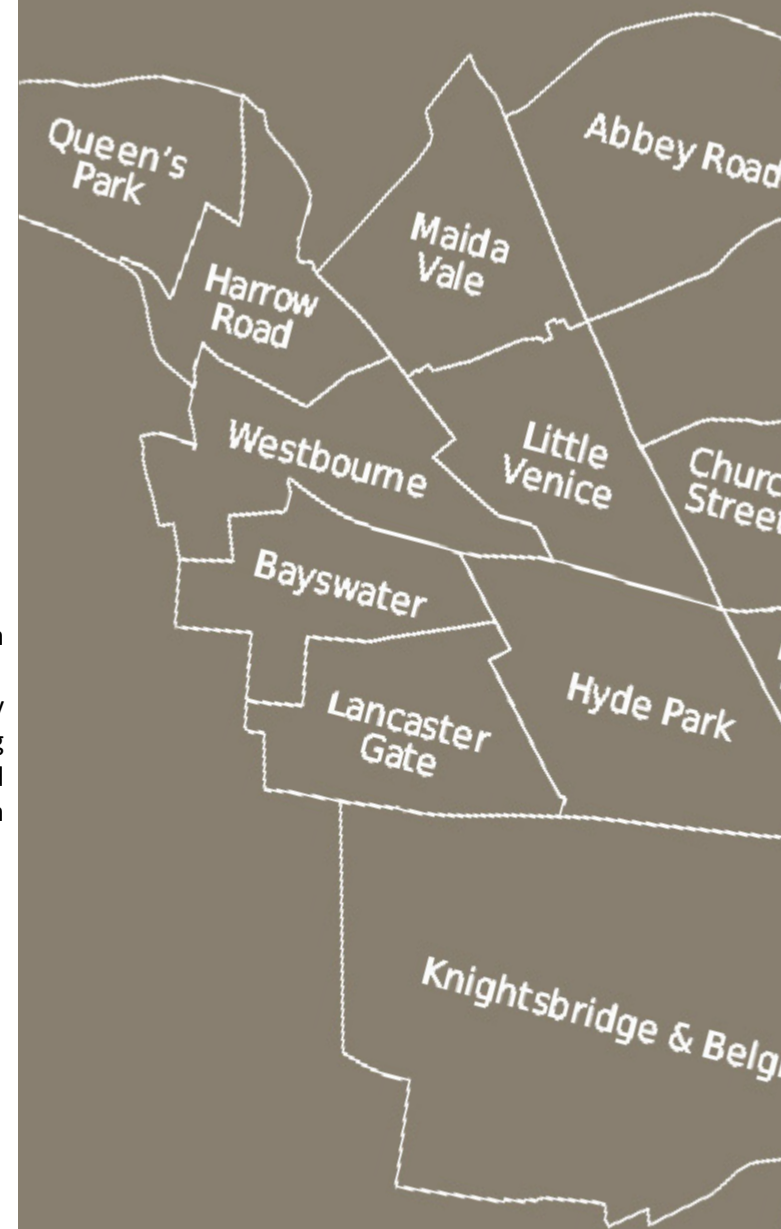
More than 1 million experienced destitution in 2015, according to research, whilst Oxford University found that 80% of those using FoodBanks were severely 'food insecure' meaning that they regularly went whole days without food. Benefit delays, sanctions, insecure work and earnings all can trigger a crisis which leaves people hungry. And locally we are hardly beginning to see the

50% of the Westminster population classified as deprived live in just 5 wards—Westbourne, Queens' Park, Harrow Road, Church street and Churchill. *

14% of Westminster neighbourhoods are in severe deprivation which is defined as being in the top 10% of deprived neighbourhoods in the country. *

consequences of the roll out of Universal Credit, which in other areas is seen to drive food bank use. We should celebrate the spirit of charity, which any decent society will always want to nourish, whilst being determined to deal with the causes of poverty and destitution which are driving people to food banks in ever greater numbers.

North Paddington FoodBank helps in wards in the north of Westminster



* "Understanding Social Needs in Westminster"
NPC ThinkTank October 2012.



Aimee Ling Chair of Trustees

As Nelson Mandela said, “poverty is not an accident. Like slavery and apartheid, it is man-made.”

2000 FoodBanks in UK; that is the latest figure from the Independent Food Aid Network. Going



into the next year, we hope that the Government will take responsibility for helping those suffering extreme deprivation, but until that time we will continue to provide a safety net.

We’ve just started our 4th year and although I’m immensely proud of the development of our organisation - becoming more robust and growing our capacity - the horror of austerity continues and we’ve seen a doubling of demand since last year.

Our vision is that North Paddington is a place where no-one goes hungry. Ultimately we want to do ourselves out of a job, but things don’t seem set to change any time soon.

We need to be part of the solution and looking to the future we will work closely with our partners to inform policy about tackling poverty. The strength of community, our army of volunteers and wonderful partners continue to come together in the face of adversity; this commitment drives and inspires our work.

We are a small charity with limited resources. We have two part time-staff and are generously supported by Walterton and Elgin Community Housing (WECH), to whom we are indebted, along with our many volunteers.

I’d like to give special thanks and recognition to Gina our

former Chair who spearheaded us at our beginning, to WECH, to our staff, the trustees and all our wonderful volunteers, partners and donors. We are very fortunate to have your support at a time when it continues to be needed more than ever.

Tara Osman Foodbank Manager

It has been a busy year for NPFB with an increase both in the number of people needing help and the number of supporters, volunteers and donors. We continue to open once a week at the WECH community centre in the heart of North Paddington on a Wednesday. From 9.30am until 12.30pm we offer not only emergency food aid but also an advice service provided by the Citizens Advice. Everyone can relax, have a hot drink and snack, and a chat. We also deliver emergency food packages to a few people who are housebound.



Some of the factors that have resulted in an increased demand for our service are the introduction of the Benefits Cap in November, the start of the roll-out of Universal Credit in our area, long waiting times for Employment Support Allowance appeals, and the closure of the Kensington and Chelsea FoodBank just before Christmas 2016. We have also had to fundraise to continue the Citizens Advice service. Advice is an essential complement to the FoodBank.

At the same time we experienced a considerable surge in offers of help and support following the release of “I, Daniel Blake”, a film by Ken Loach which features a powerful scene set in a FoodBank. This was followed by an article about us in the Guardian Online which generated a huge amount of publicity and donations. We are very grateful to our volunteer Jane Collins, herself a journalist, who contacted the Guardian on our behalf, and indeed to all the volunteers who have joined us this year.

We have worked hard locally to raise awareness of food poverty by giving talks at local schools and churches, welcoming groups of corporate volunteers to help at the FoodBank, and talking to members of the public at our regular food collections.

We are proud of our warm and respectful approach to all that we do. We aim to provide a range of food and toiletries as well as advice. And unlike some other FoodBanks we also supply fresh and fruit and vegetables, and often eggs and bread. We offer people the chance to choose their food according to their preferences. Our aim is always to support people to move on from the FoodBank as quickly as possible; however we balance this with a flexible approach for people who need our help for longer.

“ We offer people the chance to choose their food according to their preferences.”

John McArdle Treasurer

We have grown rapidly since the FoodBank was established, both in terms of the number of households served and of our income and expenditure. It is anticipated that we will continue to grow.



Our accounts for 2016/17 have been published online so will not be repeated in detail here, but during the year we spent £16,405 in providing the service (against £10,800 in 2015/16) and received income of £44,317 (£12,290 in 2015/16). The largest part of this income, 43%, came in the form of grants won for specific purposes with 35% from individual cash donations and 22% from corporate donations.

Our biggest single cost was the salaries of our two part time staff at £10,908 followed by £3,262 on the purchase of food to cover shortages in donations.

Our current surplus of income over expenditure has allowed us to start putting aside a reserve to ensure the stability and continuity of the service into the future, and to initiate projects to help extend our service.

In 2017/18 we shall continue to work on growing each of our income streams. FoodBank staff will submit targeted bids for grant funding, and will develop and extend our network of corporate supporters. Individual supporters will be encouraged to initiate Standing Orders as a way of ensuring a steady income. We will expand the MyDonate campaign using our website, build our social media presence and increase the street collections undertaken in conjunction with food collections. From this year we also have Gift Aid as an additional revenue stream.

“

What I see at NPFB is this: a symbol of all that is insanely wrong with the world but also what is insanely good about people (clients, donors, trustees and volunteers): their resilience, empathy, generosity, and gratitude. Emotionally it can be draining. Listening to people tell you they haven't eaten for days or have walked miles to pick up a food parcel when they have terminal cancer or have been without any money for food for months is heart-rending (and certainly puts any problems I might be having into perspective). Food and shelter should be a basic human right. That it isn't for an increasing number of people is shameful. People are not just being starved of food but also of dignity. I feel hugely grateful to be able to help and just wish we could do more. That said, I think we are one of the few places left that offers genuine tangible assistance and compassion in a world where these currently seems in serious short supply. The goodness and loveliness of people is overwhelming. People are generous and donate so much – whether in terms of food, money or time (as with our amazing and tireless volunteers). Heart-breaking, heart-warming, life-affirming: volunteering at NPFB is, for me, ultimately to watch the absolute selflessness of human nature.

The Volunteers

The North Paddington FoodBank's volunteers are a diverse and extremely committed team of people. Most live locally. Some are now helping after having used the FoodBank themselves and wanting to give back.



Jane Collins

Is a Journalist who has been a regular volunteer for more than a year.

Getting the FoodBank ready on Wednesday morning

Godette and Brenda – highly valued volunteers



North Paddington Foodbank relies on the strengths of the community to provide a service which meets the immediate needs of local people, whilst helping them to find their route out of food poverty.

Coral's story - Why I am a Trustee of NPFB

“As a child I always recall that my mum would ensure we had an evening meal. My mum had a tight budget, I recall on one occasion I asked for a drink my mum replied (in jest) “get some cooperation pop!” “What’s that” I asked? Water in the tap was the answer! Cooperation pop was great with a handful of broken biscuits! My children often ask “mum how did you grow up”, and I tell them about broken biscuits et al and my punch line is that although we didn’t go hungry as kids, it is important for us all to ensure that no child goes hungry.



Those are some of the reasons why I am a founding Trustee of NPFB. NPFB needs to continue as long as there is food poverty. Alongside that we need to ensure that NPFB can continue to offer the holistic advice that our Partners at the CAB currently provide during the sessions, to enable those who visit our FoodBank to be empowered and move forward out of their crisis.”

North Paddington FoodBank's Vision; “North Paddington, a place where no-one goes hungry”

The Board

The North Paddington Foodbank board of trustees has collective responsibility for the strategic, legal and financial direction of the charity. The board currently has seven members. NPFB board now needs more expertise in fundraising and communication. Trustees are recruited through a public process using social media and long-established recruitment networks. Passionate and committed individuals with a heart for social justice are welcome.

Operations

As a young and dynamic charity NPFB is always trying to improve. Constantly seeking and then reviewing feedback from people who need us and from our partners is core to our operational strategy. And we learn through our connection with the network of FoodBanks across the UK. Our future plans include helping more people with a wider range of advice and support by providing this ‘in-house’ during FoodBank sessions rather than referring them to other organisations.



Volunteers, staff and NPFB board members at the FoodBank's planning and strategy day



Support from young people with National Citizen Service the Challenge

Cultivating the skills and experience of staff and volunteers

NPFB is keenly aware of the commitment of our volunteers and we cherish their cultural diversity and wide ranging skills. Our volunteers alongside the FoodBank staff and the trustees have together ensured that the charity flourishes. Key milestones such as reducing waiting times have been achieved as a result of their skills, experience and connections. We work in a wonderfully ethnically-diverse community and we champion equality in every respect. As a team, we seek to cultivate these talents further. One practical way of doing so is to offer training to volunteers to help them meet the requirements of their important roles, such as guidance about the benefits system and rules, providing essential insight into the reasons why most people come to the FoodBank.

One problem leads to another

Mr. B has been coming to the FoodBank on and off for several months. He often stays for an hour at the FoodBank and sits chatting with other clients and enjoying some refreshments. He has a diagnosis of schizophrenia and has been in hospital at least once since we have known him. He appears to lead a fairly chaotic lifestyle and has had several issues with managing his money poorly, for example accidentally locking himself out of his bank account, giving away money to “friends” who claim to be in need. We have had contact with his mental health team but it seems that they are not always able to engage with him as he misses appointments or gives evasive answers. Over the weeks we have developed a rapport with him to the point that he has now confided that he does need help with managing his money and welcomed our suggestion of referring him to a floating support service. This has now been done and he is awaiting his first appointment. We have now learned that an appointeeship order has been applied for on his behalf, which would enable a 3rd party to manage his money on his behalf. We will continue to support him whilst encouraging him to do what he can to budget well and accept help.

Fundraising

We are on the front line facing the most vulnerable in society who are struggling due to inadequate social safety nets and constant cuts in public spending. The staff and trustees are therefore driven to raise funds to fill the gap to help those in need. A fundraising team is developing new ideas such as auctions of donated goods and running a street market stall to sell nearly-new items.



Building partnership services and signposting

Our primary aim is to provide food, and then to complement this with services that build skills, confidence and experience and to help people gain meaningful employment. Our partners include the Citizens Advice, providing signposting advice that help people learn about paid work as well as assisting with their health and wellbeing. We aim to introduce whatever additional support people need to improve their situation. Thus we aim to develop new partnerships and strengthen existing ones.

Campaigning and Advocacy

Since we began in 2014, we have seen a three-fold increase in the number of people coming to the FoodBank. This increase has a direct correlation with the Government’s fierce austerity programme and to the changes in the benefit system which have hurt so many people. As well as providing tangible support with food packages, the North Paddington Foodbank aims to be more influential by taking on a politically neutral yet determined approach to campaigning and advocacy. We want to expose the root causes of the issues facing vulnerable people, adding our voice to those who feel they are not being heard and by joining the collective effort to make London a Zero Hunger City.



From the children at Le Petite Ecole Bilingue



Aimee Ling – Chair of the board

Aimee has a long background in youth and community work both in the UK and overseas including India, Tanzania and Malawi. She became one of the founding women of NPFb after seeing that there was a clear need for some kind of intervention in Paddington.



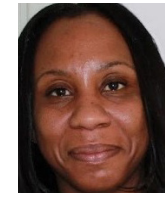
Phyllis Osie - Vice-chair of the board.

She has worked in the local community for almost a decade with local Housing Associations. She works in WECH's Community Development & Housing Department and she is a founding member of NPFb.



John McArdle - Treasurer

Is a local resident who joined the Board after becoming involved with NPFb through his church. He is a qualified manager with long public and private sector experience which he uses in his role as Treasurer to support both financial and operational aspects of the FoodBank activities.



Coral Williams - Trustee

Is mother of two and a community solicitor. The issue of food poverty is on the forefront of her mind. She conducts case reviews every week dealing a wide range of benefit issues, all of which can contribute to households reaching a crisis and in need of assistance from FoodBanks.



Emma Morgan - Trustee

Is a Trustee and one of the founding members of the NPFb. She is a lifelong North Paddington resident and is passionate about equality. Emma works in Community Development and is a councillor serving Queen's Park Ward, on the only Parish Council in London.



Sarah Tickner - Trustee

Has worked in the social housing sector for fifteen years. She is passionate about social justice and social equality. This is what led her to becoming one of the founding trustees. Sarah has recently completed a year's maternity leave and is excited to get back to supporting North Paddington FoodBank.



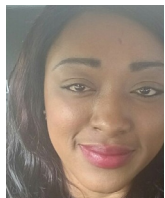
Elaine Harkins - Trustee

Is the WECH community development manager and a trustee. Elaine has worked for over 30 years in the local community, ensuring they are supported and encouraged to be involved in decision making processes on any issues that affect the local area.



Tara Osman - Foodbank Manager

Was the first employee of NPFb in 2015 and now works 3 days a week as the Foodbank manager. Tara was an occupational therapist in NHS for many years and has a particular interest in the interface between mental health and food poverty. She has recently written and co-directed a play based on her experience of working at the FoodBank.



Vanessa Rogers - Admin Support Worker

Is a local resident who joined as a volunteer before becoming the FoodBank's part time administrator. She is currently a student at the University of Westminster studying Psychology. She became involved with the food bank through a friend's recommendation.



How many people need the FoodBank?

The North Paddington FoodBank keeps a careful record of who needs help. This is done by collating information received from organisations that refer people to the FoodBank. This referral information is then supplemented with what people tell us when they come with a voucher to collect food packages.

Everyone who comes to the FoodBank is welcomed by a volunteer or staff member. They have a discussion about what sort of help people need.

The FoodBank keeps a record of how many people come and how many food packages are provided. This is the essential basic data. More detailed information that comes up during the visit is noted down, such as where they live or how many children are also hungry, but this is only retained for later analysis if people agree. Most do agree. NPFB respects privacy and data protection rules demand this.

A single parent struggling

Ms. C is a single parent with a 7 year old son who has autism. She works as a care assistant on a zero hours contract but still finds it difficult to make ends meet as she has to put in time caring for her son and also incurs extra costs due to his medical condition, such as providing pull-up nappies for him at night. Once she has paid her rent and other bills she is left with very little money for food. Ms. C attended the FoodBank for about 3 weeks and then stopped coming, presumably as she had found better paid work or been able to put in some extra hours or got some extra help from friends or family.

The Trussell Trust is the largest food bank network in the UK, and it handed out around 41,000 food packs in 2009/10 compared to 1.2 million in 2016/17.

But some people will use a food bank more than once. The Trust says that the average person using a food bank will do so twice in a year, so it estimates that around 590,000 different people used its services in 2016/17.

Latest research shows that there are some 2024 food banks in UK. 1373 are run by the Trussell Trust. North Paddington Food Bank is one of 651 independent FoodBanks.

Where people come from

Harrow Road 23%

Queens Park 21%

Westbourne 18%

Other North Westminster 13%

Kensington & Chelsea 6%

Church Street 6%

Maida Vale 6%

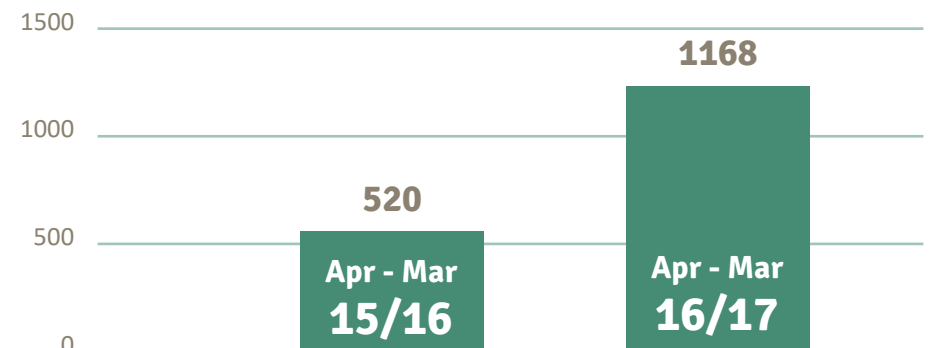
Other Boroughs 5%

South Westminster 2%

Most people visiting the FoodBank live in the nearby Wards of Harrow Road, Queens Park, and Westbourne or from other parts of North Westminster. Some come from North Kensington, and from other adjacent boroughs, but few from South Westminster where there is another FoodBank.

Demand has doubled since last year

Over 95% of people coming to the FoodBank are unemployed.

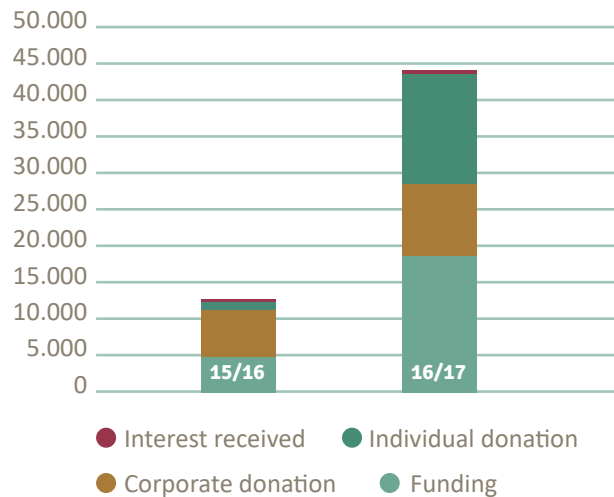


● Households supported

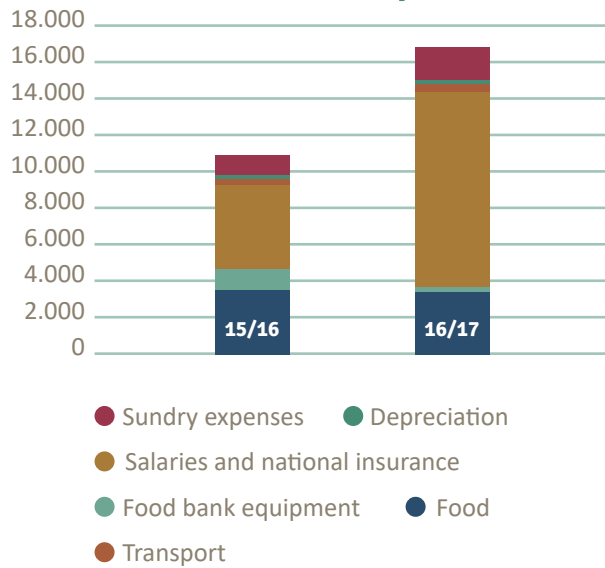
N.B There are an average of two people in a household and one third of them have children.

NPFB Finances

NPFB Income



NPFB Expenditure



Can FoodBanks meet the need?

Rachel Loopstra, lecturer in nutrition at King's College London and an expert in food insecurity, said: "Recent national survey data suggests that 8% of adults experienced not having enough money for food over 2016 – this figure is likely to be many times more than the number helped by food banks. We need ongoing national survey monitoring to understand the scale of food insecurity, who is at risk, and the implications for child and adult health and wellbeing." (Independent Food Aid Network, Guardian 29 May 2017)



One man's story

Mr. B is in his 50s and was referred to the FoodBank by his MP. He has significant mobility problems, and spends most of his days in his flat. He often does not get changed out of his dressing gown as it is painful to get dressed. A few weeks previously he had been assessed as fit to work and taken off his Employment Support Allowance; he had failed the Mandatory Reconsideration part of his appeal and was waiting for a hearing to reconsider his claim. In the meantime he was claiming Job Seeker's Allowance under duress and therefore had to sign on every week at the job centre, necessitating a cab journey each week costing £20 for the round trip. Each week for approximately 4 months we delivered a package of food and toiletries to Mr. B's flat. He wanted to save money on his fuel bills by only using his microwave and kettle, so we chose foods that could be prepared easily using only these. We offered him the chance to specify what type of foods he wanted to receive if possible, and it turned out that he liked tinned meat the best, which we bought in specially for him. With housebound clients we take particular care to select foods that they will want to eat, as even if they have a little cash they will be unable to go out to spend it on their preferred foods. Eventually the appeal was heard and Mr. B was successful in having the original verdict overturned. He is now in the employment support group of ESA beneficiaries and therefore receives a higher weekly rate. We stopped delivering to Mr. B once he had received the first payment.

Christmas at a food bank: “They’ve not eaten for three days”

Frances Ryan.

The Guardian 15 December 2016

For families who don’t have the money for bags of pasta or a tin of meat, Christmas means not only hunger but more costs they can’t afford. “I ask people who come in what they’re doing for Christmas and they look at me like, ‘I’m in a food bank. What can I do for Christmas?’” Jane says.

Look around the food bank’s neighbouring streets and you find yourself in the middle of two-tier Britain: in Jane’s words, a “posh” part of the capital that also runs emergency food parcels out of the local community centre. This month has seen the biggest surge in use in the food bank’s three-year history: last week about 100 people came through the doors in a couple of hours. Kensington and Chelsea – where there are streets where the average property can set a buyer back £8m – is about to shut its food bank. Its users are already coming to Paddington, Jane says.

As wages shrink, rents rise and benefits are cut, Jane sees the citizens who could be described as collateral damage: a stroke victim left with large lapses in memory sanctioned by the jobcentre for forgetting an appointment; a care worker earning barely a tenner a day because her travel costs come out of her pocket; a PhD student who lost his house and now lives in a Tesco car park. It’s the dark shadows under people’s eyes that stand out for Jane. Frequently they’re stick-thin; disoriented. Very often they’re on the verge of tears. “They feel they have to apologise for being here,” she says. “We had one pensioner shaking with embarrassment.”

Food banks are now used to plugging the gap –

Paddington even has a weekly volunteer from the Citizens Advice to help with benefit delays or evictions – but as deprivation sets in, the bank acts as reassurance that someone cares. Local support services in the area have closed down. The food bank, Jane says, is one of the few places some people can go to even be listened to.

What really gets her, Jane admits, is that in her affluent area, so many who need a food parcel are severely ill or disabled. “We have a blind man who comes in, and someone who’s deaf,” she says. They’ve now started to deliver to housebound people with disabilities who can’t get out to get a food parcel. Jane sees it is like this: the food bank is a microcosm of what’s wrong with the country, but just as much, what is good about people.

Three days before Christmas Day, she and other volunteers will use their spare time to put on a Christmas dinner at the food bank. The meal is made up of donated food, and is for anyone who’s used the service this year. So far, 80 people have signed up. “Most ask, ‘Can I bring my kids too?’”



Volunteers Mary, Amanda and Jacquie in the FoodBank storeroom



Young volunteers from King Solomon School.

A2 Dominion / Beethoven Centre
 AST London
 Atwood Primary School
 Bayswater Children's Centre
 Baker Street Quarter
 Cerner Ltd.
 Christ Church Bentinck School
 City West Homes
 Comic Relief
 Community Mental Health Teams
 Woodfield Rd.
 EE Digital Content Marketing
 Team
 Emmanuel Church Harrow Road
 Evening Standard Community
 Foundation
 EUK Consulting Ltd.
 Fernhead Road Methodist Church
 Formation Construction
 Four Corners Framing
 General Dental Council
 Glendower Prep School
 Granville Community Kitchen
 IPPR

**To our Volunteers
 and institutional
 donors:**

**THANK YOU
 VERY MUCH**

HAFS Academy
 Association
 Hammersmith and Fulham Teacher's
 John Lewis Oxford Street
 King Solomon Academy
 La Petite Ecole Bilingue
 Local synagogues for Mitzvah Day
 London and Regional
 London Community Foundation
 M&S Head Office
 NCS The Challenge
 Network Rail

Octavia Housing Association
 Our Lady of Holy Souls Church
 Paddington Central
 Queen's Park Community Council
 Queens Park Primary School
 Sainsbury's Local Paddington Station
 Sainsbury's Local Sheldon Square
 Spirit of Life Bible Church
 St. Augustine's C of E School
 St. Clement's Church
 St. George's RC School
 St. James Norlands Church
 St. Mary's Bryanston Square
 St. Paul's Church Rossmore Road
 St. Peter's Church Elgin Avenue
 St. Peter's Church Notting Hill
 St. Saviour's School
 St. Thomas Church Kensal Road
 St. Thomas' C of E Primary School
 Ten 10 Portman Square
 The Evening Standard
 The Felix Project
 The Labour Party
 The Winery

Time for Paddington
 University College School
 Vodafone
 Waitrose Bayswater
 Waitrose Edgware Road
 Walthamton and Elgin Community
 Homes
 West Kilburn PCC
 Westminster Academy
 Westminster City Council
 Westminster FoodBank
 Westminster Teacher's Association
 Wilberforce Primary School

And Many Thanks
 to anyone we've
 missed



With special thanks and recognition to our superstar
 volunteer Ray for all his invaluable support

THE NORTH PADDINGTON FOODBANK
 C/O WECH LTD, 416 Harrow Road, London W9 2HX

0207 266 3347
<http://www.npfoodbank.org.uk>
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A special thank you
 to WECH for hosting
 the FoodBank



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 Community
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