



**FoodBank**  
North Paddington

# Annual Report 2019-2020



## Covid-19 and Children

- In 2019 one in three (4.1 million) children lived in poverty in the UK. Over 600,000 of them live in London. **72% of the children in poverty have parents who are working**, but they do not earn enough to feed their families. Precarious low paid employment is at an all time high.<sup>1</sup>
- 18% of 8-17 year olds (1.4 million children) reported experiences of food insecurity over the 2020 summer holidays.



## Covid-19 and Poverty

- Rising numbers of families are struggling, with 11% (850,000) of children aged 8-17 reporting that either they or their families had visited a food bank in the 2020 summer holidays. This was over 60% higher in non-white British ethnic groups.
- In the last two weeks of March 2020 there was an 81% increase in demand and, quite alarmingly, a **122% increase in the number of children receiving food** through Trussell Trust foodbanks.



## Covid-19 and Ethnicity

- Some of England's most ethnically diverse areas have suffered up to four times more coronavirus infections than mostly white neighbourhoods only a few miles away.<sup>2</sup>
- *“The Covid-19 pandemic has hit us all but **far from being a ‘great leveller’**, it has disproportionately affected disabled Londoners, people in areas of high deprivation and those from Black, Asian and minority ethnic backgrounds.”* Mayor of London, October 1<sup>st</sup> 2020.<sup>3</sup>



- Ethnic minority migrants were significantly more likely than White British people to have lost their jobs during the lockdown.<sup>4</sup> Migrants with No Recourse to Public Funds (NRPF) are particularly vulnerable during COVID-19 for many reasons. First, losing a job during COVID-19 risks destitution since they can't get Universal Credit or be sure of free health care. And travel restrictions mean they can't return to their country of origin, as they might have done.<sup>5</sup>
- 33% of mixed white/black African households live in non-decent homes, compared to 18% of white British households.<sup>6</sup>
- **“The impact of Covid-19 is not random, but foreseeable and inevitable, the consequence of decades of structural injustice, inequality and discrimination that blights our society.”** Baroness Doreen Lawrence.<sup>7</sup>

1. Joseph Rowntree Foundation, 2019

2. <https://www.theguardian.com/world/2020/dec/07/densely-packed-bame-communities-in-england-bear-brunt-of-covid-19> (07.12.2020)

3. <https://data.london.gov.uk/dataset/rapid-evidence-review-inequalities-in-relation-to-covid-19-and-their-effects-on-london> (06.12.2020).

4. Hu Y. Intersecting ethnic and native-migrant inequalities in the economic impact of the COVID-19 pandemic in the UK. *Res Soc Stratif Mobil* 2020;68. doi:10.1016/j.rssm.2020.100528

5. Doctors of the World. A Rapid Needs Assessment of Excluded People in England During the 2020 COVID-19 Pandemic. <https://www.doctorsoftheworld.org.uk/wp-content/uploads/2020/06/covid-full-rna-report.pdf?download=1> (06.12.20)

6. <https://www.ethnicity-facts-figures.service.gov.uk/housing/housing-conditions/non-decent-homes/latest#by-ethnicity> (17.12.20)

## North Paddington FoodBank's Annual Report for 2019/20

- North Paddington FoodBank was established in 2014 and is a registered charity. It is one of over 2000 food banks in England.
- This report explains how NPFB operates, who it helps, who runs the FoodBank and how much money and donations were received and spent.
- NPFB is hosted by Walerton and Elgin Community Homes (WECH), a social housing provider in the north of the City of Westminster.
- NPFB is governed by a group of 6 trustees, led by Phyllis Osie.
- NPFB receives donations of food from the public via bins in local supermarkets and schools, from faith groups and businesses. Fresh food comes from surplus stock in local shops. NPFB also raises money from many generous donors and we use the money to pay the costs of running the foodbank and to buy the extra food we need because food donations are insufficient. NPFB gives food packages to anyone who needs help.

### All Change with Covid-19

In 2019 there was one full-time manager and two part-time staff supported each week by 80 hours of volunteer time each week. Covid-19 has transformed everything; the FoodBank surged into an emergency humanitarian service. By the end of October 2020 there were nine staff helped by 300 volunteer hours/week. During the lockdowns it became a 100% home delivery service. 860 people were helped in February 2020 and nearly everyone collected their food parcels. 4500 people were helped in May, all through home deliveries. By November demand steadied at about 2500 people. Modelling suggests demand in 2021 will rise steeply again. NPFB will be ready.



### Many FoodBanks are Independent

NPFB is part of the Independent Food Aid Network (IFAN), which connects over 900 organisations that do not operate under the banner of larger charities, such as the Trussell Trust. IFAN membership helps small charities connect with like-minded organisations and contribute our experience to campaigns.

Sabine Goodwin, Coordinator of IFAN, has volunteered with the North Paddington Foodbank.

“The North Paddington FoodBank plays a critical role in filling a growing gap. While charitable food aid is an aberration in the 5th richest economy in the world, it is vital that dignity is at the heart of emergency food aid provision and the food provided is as healthy possible. The solution to the escalating food insecurity crisis has never been the provision of charitable food aid”

“At the Independent Food Aid Network we believe that by bringing together hundreds of food aid providers across the UK we can create a powerful voice for change. We support and connect a range of independent frontline food aid organisations while advocating on their behalf at a national level. Our vision is of a country that doesn't need emergency food aid and in which good food is accessible to all.”

**To donate monthly please visit [www.npfoodbank.org.uk](http://www.npfoodbank.org.uk)**

## NPFB Patron



“Bring on the time when emergency food provision is no longer needed”

### **Karen Buck** – MP for North Westminster and Patron of North Paddington FoodBank

It should not have ever have been the case that the spectre of hunger should stalk one of the world’s wealthiest countries- let alone a borough like Westminster: centre of government, tourist destination, glittering home and playground for many of the richest people in the world. Yet even before the year of coronavirus, North Paddington Foodbank’s staff, volunteers and donors were helping hundreds of local people with their most basic of needs - to be fed. We can only be grateful for the fact that our foodbank had already developed into a highly professional and well organised service, because such qualities were desperately needed as the virus struck. Needs have soared as lockdown meant shielding for the most vulnerable, whilst exposing those with no means to work and no ability to claim social security to near total destitution. Yet others found themselves in difficulty because of debt or because of the structural problems with Universal Credit, like the 5 week

wait for payment. People who may have previously believed the welfare state to be excessively generous have rethought that opinion as they had first hand experience of claiming, falling foul of the eligibility criteria for benefits or other government support schemes or discovering how low benefit rates are.

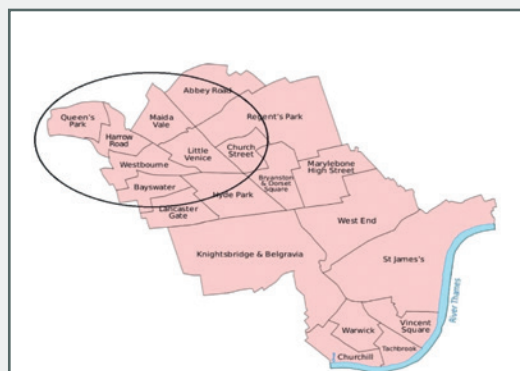
Families with children, young single people, people with disabilities and older citizens alike have found themselves struggling in a way very few expected. North Paddington Foodbank has stepped up. And it has done something at least important as the provision of food and vital supplies. That is, it has been on the side of people at a time of crisis. The team recognise the crucial importance of treating people with dignity and respect when they need it most- and that is something that is fed back to me time and time again.

I could not be prouder of the extraordinary achievement of the NPFB team in this most extraordinary of years. There will always be a role for volunteering, charitable giving and the ‘kindness of strangers’ in any decent society. But I also hope everyone involved will understand me when I say ‘Bring on the time when emergency food provision is no longer needed and our amazing volunteers do not have to plug the holes in our safety net in this way’. Until that day, a heartfelt thank you to all those who given their money, their time and their effort.



### **Hamza Taouzalle** – Councillor for Queens Park Ward, Westminster City Council

A year to forget for many of us. A year where records that should never have been broken were. The FoodBank has helped those hit hardest. Unfortunately we aren’t near the end of the need for NPFB. Numbers are on the rise again and the poorest suffer most. James and the FoodBank team haven’t had it easy; Covid19 has meant that everything has changed. The world isn’t where it was last year and nor is Westminster. However, I can say with certainty that if it wasn’t for NPFB some of our local residents wouldn’t be where they are today. I’m glad to be able to offer my support as both an individual and as one of the local councillors who’s constituents benefit from the Foodbank the most.



### **North Paddington FoodBank helps in the north of Westminster**

Westminster is in the top ten of UK local authorities with highest levels of child poverty.

## NPFB's Chair and Manager



“Covid 19 has irrevocably changed our way of life, and statistics reveal the elderly and the BAME community are disproportionately affected”

### Phyllis Osie – Chair of Trustees

It's been an unprecedented year, Covid-19 has irrevocably changed our way of life, and statistics reveal the elderly and the BAME community are disproportionately affected. Globally, we've seen demonstrations of social unrest. This has resulted in mass protest marches for social justice and racial equality. The response has been a crusade towards a more equitable society.

Here in the north of Westminster, at a grassroots level, local people have enacted local forms of activism by making the conscientious and progressive decision to support the North Paddington FoodBank for the public good. Covid-19 has exacerbated food insecurity. Since both lockdowns, research on UK household insecurity has revealed that over 8 million people have reported going hungry. That's almost 12% of the population! It has negatively impacted people who are unemployed, low income families, adults with disabilities and the BAME community. Some contributing factors are a reduction in income due to furlough or benefit delays.

James Baldwin said 'anyone who has ever struggled with poverty knows how extremely expensive it is to be poor'. Poverty can lead to a spiral of debt. However, local communities have risen up to help provide a safety net. People have generously volunteered their time, donated food and also money. Cash has allowed us to bulk buy the essentials that people need. We have witnessed community in action and for that we sincerely thank everyone.



One of the most widespread global movements of 2020 is Black Lives Matter, a mass multicultural demonstration against systemic racism and police brutality. Throughout the world this eruption of activism and enlightenment has local people demanding structural change to cut inequality and stop racism.

North Paddington Foodbank is an active part of that change and we have made a commitment to be an anti racist organisation. In July, after the death of George Floyd, we put a statement on our website and we are proactively demonstrating our commitment. One way has been to engage a recruitment consultancy that focuses on diversity and inclusivity. We are training all our staff in anti-racism and we are linked with other grassroots organisations to push for effective and lasting change on a broader societal level.

Special thanks to our wonderful staff and wonderful trustees. I feel proud and privileged to be chair of this FoodBank.



### James Quayle – NPFB Manager

We haven't had much of a chance to reflect on this year. We went from a 1 day a week to a 4+ day a week service in March and haven't stopped since. We decided early on that we would respond to whatever needs around food and essentials came our way whilst working collaboratively in what has been a consistently changing environment. Practically, this has meant turning to a service that provides packages primarily through deliveries, rather than collections; opening new distribution centres at the peaks of demand; serving a much larger area than we traditionally have in the early stages of the crisis and increasing our capacity to support people.

The only way an organisation of our size at the start of 2020 can get to where we are now under these difficult circumstances is through the immense efforts and contributions from across the community and beyond. 100's more volunteers, donors and many partners have stepped up and brought us to where we are now, whilst being able to consistently maintain the purpose that if someone is in need of help, it will be provided to the best of our abilities with kindness and without judgment. Too many to mention have put their own needs and priorities to one side to help others. Thank you, to everyone.

## NPFB's Finances



“I wish we weren’t needed, but while we are North Paddington Foodbank will be there.”

### John McArdle – NPFB treasurer and trustee

Demand for the Foodbank in North Paddington has been growing since we started, but the events of 2020 multiplied this need as is reported elsewhere.

A direct consequence of this change was a real increase in our costs, fortunately accompanied by an upswing in donations as people and organisations; locally, from London, and beyond; responded to our need with tremendous generosity.

We are about to submit our audited accounts for 2019/20 to the Charities Commission, but I believe it will be more illuminating to show the figures for that year in comparison with the previous year and those for this year so far, albeit we are only three quarters through,

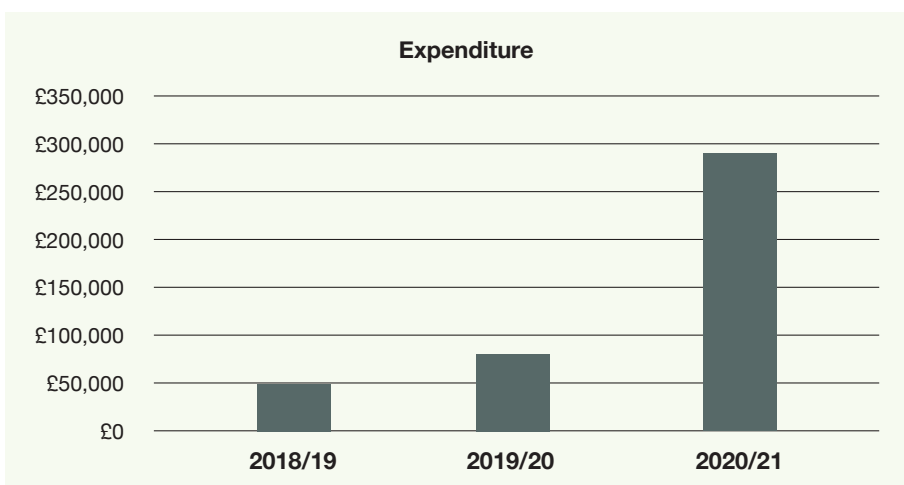
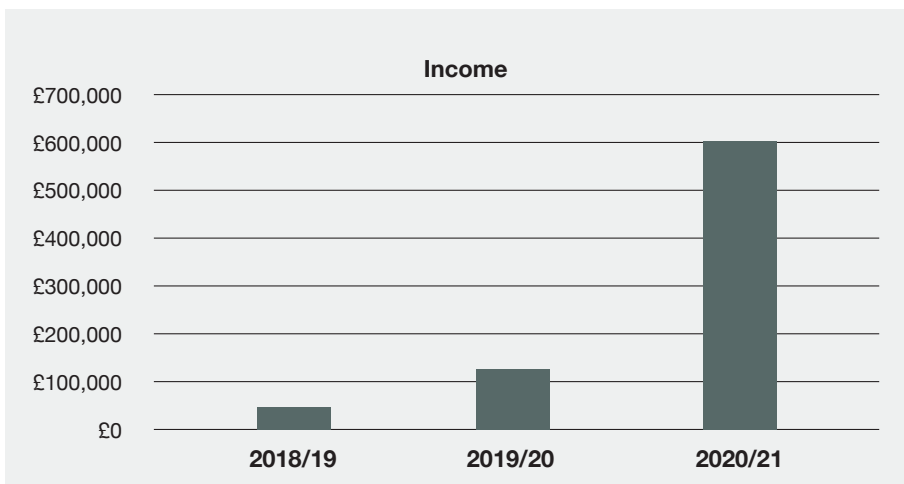
Our financial priorities for this year and next must be to consolidate these donations and build on our systems to secure the future of the organisation for the long term.



“I am a pensioner living off Elgin Avenue, locked down after a heart bypass who decided to sell a small collection and put the money back into my immediate community!

I looked at several options and decided that I like the way you operate and my funds would reach those in need immediately and without being swallowed by huge admin costs”

**An anonymous donor**



## No-one should be hungry in north Westminster

North Paddington Foodbank is a humanitarian charity that helps people in chronic long-term need as well as short-term acute food poverty. We know a FoodBank should not have to exist in this the most wealthy part of Britain, but we are proud that we are able to help and particularly proud of the voluntary support of local citizens and local businesses. Their generosity is a heart warming contrast to the inadequacies of the national social security system that drive people to seek help. We guard against becoming a permanent feature of the neighbourhood by keeping a constant eye on our top line, which is that there should be “No Food Poverty in North Westminster”.

### Operations

NPFB is always trying to improve. We want to be more efficient and more responsive to need. During 2020 we have faced extraordinary demands with so many more people needing help as the impacts of Covid-19 lockdowns cut into people’s incomes. We have kept pace by transforming every aspect of the FoodBank’s operation. In February almost every package of food was collected in person once a week. By April every package of food had to be delivered, and we were delivering every day. Donations of food were far from sufficient so we had to buy from supermarkets and wholesalers, thanks to a large increase in donations of money.

NPFB has always been well connected with other local organisations, with schools, faith groups and other charities. This year saw these partnerships extended and take on greater importance as NPFB became the go-to help for thousands. Advice from London Business School for example on how to scale-up and cope with a surge in demand was invaluable. Westminster Connects served a vital liaison hub, signposting people in need as well as people who wanted to help.

Such rapid change meant NPFB had to update all its systems and procedures. New software helped manage volunteer contributions, new policies on safeguarding were adopted and new systems for gathering and analysing information meant we were able to contribute our data to academic research about food poverty in Britain. The FoodBank’s transformation in 2020 is exemplified by our staff numbers. In February there

was one full-time staff member helped by several part-timers, providing a total of eight (8) staff days per week. By May we needed 40 staff days and by October it was 49 staff-days a week. Alongside our core staff cadre NPFB is trialling a new employability programme that offers training and support to five young people.

### Diversity, Inequality and Racism

The north of Westminster is ethnically diverse. And it is home to many people who face discrimination and exclusion due to entrenched racism and the effects of government austerity policies. We guard against becoming a permanent feature of the neighbourhood by keeping a constant eye on our top line, which is that there should be “No Food Poverty in North Westminster”. Covid-19 and the Black Lives Matter movement together have exposed injustices that our FoodBank has been responding to since it was founded in 2014. NPFB is taking steps and changing our policies in a determined effort to be an anti-racist organisation. NPFB Anti-Racism policy is on our website.



### Food Plus

The foodbank offers so much than food. Comfort and company are much valued too, as is advice. We employ a dedicated customer support manager whose job is to help customers towards greater independence in many areas of their life. This case-work requires partnership with other local support agencies, (inc. Z2K, Citizens Advice, Asylum Aid, Single Homeless Project, Age UK, local CMHTs, Care Navigators and GP surgeries, to name but a few).

This support includes challenging unsuccessful benefit claims and benefit sanctions, addressing long term debts, requesting greater statutory support, care package reviews and making charity grant applications on behalf of our customers. NPFB staff are being trained to navigate the welfare system to help our customers.

Supporting people to change their lives invariably means offering long-term help; rarely are there effective short-term “solutions”. However, NPFB’s collaborative approach with statutory services, with volunteer organisations and with other support services enables us to support our clients towards a more independent future.

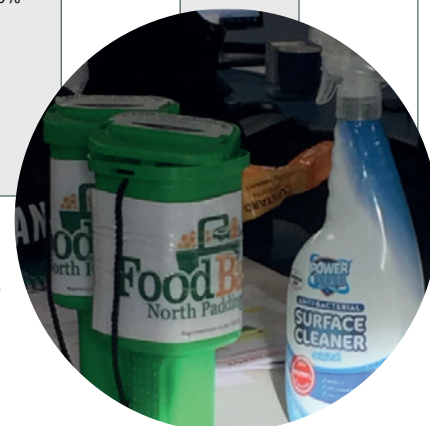


# Covid-19 has Changed the FoodBank

Every aspects of NPFB has changed with Covid-19. More people need us, we need more food, more staff, more volunteers and more space to store and distribute food, as well as more money. This table shows how things have changed in 2020.

2020	ACCESS - How customers accessed North Paddington FoodBank	SOURCE OF FOOD. NPFB provided packages for everyone with enough fresh, long life and chilled food and other essentials for 5 to 7 days	VOLUNTEERS	STAFF	COLLECT or DELIVERY	LOCATIONS AND DAYS FOR DISTRIBUTION	
January	Anyone is welcome for first visit and no referral is necessary. Then up to 5 visits with a referral from any NPFB-accredited referral organisation. Any further visits with a referral from any other organisation that provides support to customer.	Steady Supply - Supermarket purchases, donations from the public, collections from supermarkets and Felix Project/City Harvest donations once per week each.	Steady support by regular and occasional volunteers. Individual and corporate volunteers between them help for approximately 80 hours each week.	1x Full time, 2x Part time = 8 staff days	95% collection, 5% delivery	WECH community centre, 1 day per week	
February							
March	Anyone is welcome. Coming in person, by telephone, texts, email, or get in touch by social media. Or they may be referred by another organisation that asks NPFB to help with food or other essentials	Food supply shortages due to fewer donations and as shops rationed the amount we could buy. Relied on: =Click and collect from any supermarket; =Wholesale purchases; =Donations from food businesses; =Public donations; =Fresh food from Felix Project and City Harvest.	Challenging (then inspiring) as number of experienced volunteers drops significantly in March. For numerous reasons many can no longer assist. Inspiration and relief comes when new volunteer numbers rapidly increase and remain high as large numbers of individuals are furloughed and some local businesses that are idle are willing to help. Their help is the key reason NPFB is able to cope with the surge and peaks of demand. Weekly volunteer hours go up to 500+ hours per week	2 x Full time, 4 x Part time = 21 staff days	75% collection, 25% delivery	WECH Community centre, 2-3 days per week	
April							
May							
June	Anyone is welcome, as before. Increasingly people contact by phone having been referred after calling newly established local authority helplines (for NPFB this is primarily Westminster Connects). NPFB is not rule bound and remains flexible about referral and contact arrangements so anyone with limited access to a phone or the internet or with mobility problems or any other constraint will be helped. NPFB staff will reach out and any organisation that provides support to people in need can refer someone to NPFB.	Shortages continue whilst the quantities needed by NPFB rises to meet demand and need. Most food and other stock has to be purchased from Brakes and other wholesalers, with donations from Felix Project (daily) and City Harvest (twice weekly) continuing.	Volunteer numbers reduce as people go back to work and restrictions are lifted, but with the volunteer pool sufficient to help NPFB operations meet demand. Volunteer hours average at 250+ hours per week	6 x Full time, 5 part time = 40 staff days	100% delivery	WECH Community centre, 6-7 days per week	
July							
August	Anyone is welcome, as before. Increasingly people contact by phone having been referred after calling newly established local authority helplines (for NPFB this is primarily Westminster Connects). NPFB is not rule bound and remains flexible about referral and contact arrangements so anyone with limited access to a phone or the internet or with mobility problems or any other constraint will be helped. NPFB staff will reach out and any organisation that provides support to people in need can refer someone to NPFB.	Supply and price steadies as more cost effective bulk purchasing becomes available again from supermarkets, primarily Morrisons and Sainsbury's. Donations of fresh food from Felix Project (daily) and City Harvest (twice weekly) continue.	Many more volunteers and a wider range of expertise. Steady increase due to a combination of NPFB's recruitment drive, being spurred on by the Marcus Rashford campaign and the onset of new Covid restrictions keeping many people away from work but allowed out to volunteer, Volunteer hours average at 350+ per week	2 x Full time, 8 part time = 30 staff days	Collections 30%, Deliveries 70%	WECH Community centre, 4 days per week	New collection point trialed in NW8 and W10, 1 day per week. Not enough customer take-up to justify continuation
September							
October							
November							

Safety first at the FoodBank





## NPFB Staff



James Quayle,  
Manager



Mickey Reedy,  
Administrator



Simon Granger,  
Finance and Project Support



Anne-Marie John,  
Centre Manager



Jacqueline Moore,  
Evening Coordinator



Jaz Magli,  
Project Assistant



Hannah Giarimatia,  
Project Assistant



Fenn Reynolds,  
Project assistant



Stephen Gallagher,  
Project Assistant



Oliviana Palmer,  
Project Assistant



Abida Nasreen,  
Admin Officer



Christina Tyson,  
Administrator



Olivia Blanning,  
Operations Coordinator



Alice Taylor,  
Customer Support Manager



Ross Leach,  
Delivery Driver

“Over the years working at the Foodbank I’ve seen great changes, due to the pandemic the numbers have drastically risen, but what I do admire is how the community and volunteers have come together during this crisis. Also to see that the clients have appreciated our help over the past few months is wonderful.”

“As a newcomer to London, the foodbank has been a great way for me to get involved in my new local community and make friends in my area. I’m really grateful for the opportunities the food bank has given me to develop personally, whilst serving a greater purpose.”

“It is a privilege and joy to be working with a truly heart-centred organisation which puts its clients and staff first. And in these very troubled times when the demand for our services has risen exponentially, it is rewarding to know we are making a very real difference to people who really need it.”

“A wonderfully positive force of people, from a myriad of backgrounds, with one sole aim of generously giving their time, energy and skills to help others in need. It’s a pretty magical operation to be part of.”

“My time at the Foodbank over the past 8 months has been mind-broadening and inspiring!”

“Working together as a community, we can achieve anything! North Paddington Foodbank proves that we can help each other up and collaborate for the common good.”

“Working at NPFB during a worldwide pandemic has been incredibly eye-opening and so wonderful to see a community come together to help those in need during these harsh times.”

“I love it here! I feel like I’m helping to make a difference at the Food bank. Especially during these hard times, every little help matters!”



## Trustees



Phyllis Osie, Chair of Trustees



Coral Williams, Deputy Chair



John McArdle, Treasurer



Elaine Harkins



Jane Collins (resigned)



Lucy Davidson



Nick Hall

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**Phyllis Osie** is 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.

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**Coral Williams** 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

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**John McArdle** 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

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**Nick Hall** is a retired local resident who used to work in the charity sector on overseas aid.

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**Jane Collins** was a trustee till earlier this year.

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**Elaine Harkins** 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.

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**Lucy Davidson** volunteered at the foodbank before joining the Board. She brings valuable expertise in marketing and fundraising.

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**James Quayle** is the foodbank manager though not a trustee. He has many years experience working in the charitable sector in England and is the founder of small charity working to help disadvantaged people in Tanzania.



“Who would have thought that from the initial meeting in October 2013, coordinated by Cllr McAllister and Gina Tanoh, WECH Community Development Manager, the North Paddington Food Bank would have grown to the organisation it is today. As Chief Executive of WECH at the time I was keen to support the initiative. In those early days everything was done by volunteers under the watchful guidance of Gina. As time went by proper organisation and strategic management was provided by a Board of Trustees and NPFB was registered as a charity. I am proud and humbled by the amazing work that has been done by the volunteers, trustees and staff of NPFB and pleased that WECH was able to play a small part in its growth and development. It is a shame that we need to celebrate the success of the Foodbank and hopefully one day we will be able to report that its services are no longer needed. Shamefully this looks to be a long way off and for now the fantastic work of NPFB is needed more than ever for the poor and vulnerable people of our local and wider community.”

**Andy Watson** – former CEO of WECH



## Eat or Heat

### Food, and More

Everyone coming to the FoodBank is met by a member of staff or a volunteer. Tea and a snack is offered. Details are keyed in for our records and they discuss what food they need in their package. Are there any children, and what about special diets and preferences?

During the pandemic lockdowns this information had to be recorded over the phone, or sent online. People who can come to collect a package now have to book a slot to come though anyone is welcomed whenever the FoodBank is open.

Each package includes fresh food, long-life staples and refrigerated food, and also other essentials if they need them, such as nappies, sanitary products and toiletries. The size of the package depends on the number of people in a household. There should be enough food for at least three days (this is standard for food banks across the country). However we find a package often lasts for five or even seven days.

### More than Food

Many people need more than just food and we try to help. For example we give vouchers to help pay gas and electricity bills. And we provide advice and signpost support for housing and many other challenges people who are struggling have to face. Here are stories of people who came to the FoodBank and left with more than nutritious food.



Christmas at the FoodBank

## How We Help

**LAURA** (not her real name) lost her job and has 2 young children. Our case worker helped her to apply for benefits and appeal an unsuccessful claim. This was done in partnership with the Citizens Advice Bureau. NPFB staff signposted alternative sources of funding for items she needs, such as furniture for her children's bedroom. She has also been supported emotionally by NPFB staff - who always try to listen in a non-judgemental way - to explore a number of ongoing problems. NPFB staff have helped Laura consider getting mental health support via her GP to help her deal with the many problems she is currently facing.

**KEN** is an elderly gentleman who receives a state pension, but most of which is "swallowed up" to pay for a long term utilities debt. NPFB explored options to write off this debt on Ken's behalf. With very little disposable income, Ken has been very grateful to the NPFB for weekly food deliveries. He enjoys regular phone conversations with NPFB staff and has been referred to Age UK for telephone befriending. NPFB have made a successful grant application for this gentleman for a new carpet, to replace an old threadbare one that is posing a significant trip hazard to him and provides very little insulation. Ken has said that after more than 20 years with this old carpet, he is thrilled that funds have been secured to replace it. NPFB have also worked in conjunction with Age UK to get Ken a new sofa. It is hoped that these items will have a significant impact on Ken's quality of life.

**NEIL** has been receiving food packages and fuel bank vouchers from the NPFB. Neil has been helped to apply for an older person's travel card to help reduce her outgoings, and staff at the NPFB put in a successful grant application on Neil's behalf to purchase a television. Neil is deemed a "high risk" individual in the pandemic, due to a number of chronic health conditions. It is hoped that the addition of a TV will make isolation and spending much time at home this winter much more comfortable for Neil.



### Citizens Advice Westminster

Citizens Advice has been in partnership with NPFB for several years. Their advisors help anyone who come to the foodbank to sort out all manner of problems. One of the main reasons people need the foodbank is because they are in debt and often this is due to the loan they have to repay before receiving Universal Credit, or due to benefit sanctions.

Noreen O'Neill is the Citizens Advice specialist who knows 'the system' inside out. Her assistance has been invaluable to hundreds if not thousands of people in our neighbourhood. She meets foodbank clients every Wednesday, or since Covid-19, online.

**Noreen O'Neill** – *Citizens Advice Advisor*



"I first got involved in politics because the Foodbank opened on Elgin Avenue as I found it grotesque that people are going hungry in streets where flats sell for £1m. During lockdown, I've been making deliveries and I've seen at first hand the real difference NPFB makes to the lives of local people in desperate circumstances. It's an moral outrage that we need a Foodbank at all in 2020, but as long as that outrage continues, we all need to give NPFB our full support."

**Geoff Barraclough** – WCC Councillor Maida Vale Ward



"The NPFB has created a safety net for constituents during the pandemic and is a beacon of support. Thank you."

**Emily Payne** – WCC Councillor Bayswater



## We Are Not Alone in Westminster

All over England the increased need for food banks in 2020 was truly staggering.

It's either eat or heat,  
and still not enough  
to pay the bills



- North Paddington Foodbank provided 862 food packages in February, 4,500 in May and 2,500 in November.
- Independent food banks report a 62% increase in emergency food parcel distribution comparing October 2020 with the same month last year
- 134 independent food banks distributed a total of **426,958 emergency food parcels** between February and October 2020 compared to 226,605 emergency food parcels in the same period last year - a rise of 88%
- From February to April 2020 independent food bank use soared by 120%
- Coventry Foodbank saw a **95% increase** in food parcels given out overall, and a 106% increase in food parcels given out to children comparing April 2020 with April 2019
- The Beaumont Leys Food Bank went from providing food to 40 families per week to 500 per week since the beginning of COVID-19
- Demand for food banks in Bradford and Keighley **increased by 400%** since the beginning of COVID-19
- Kirkcaldy Food Bank has never experienced such a rapid rise in demand. Its normal increase was barely 1% a month but April, May, and June saw a **70% rise**
- By the end of July, one food bank in Hounslow had already **provided food to more people** in the area than it did in the whole of 2019
- A **600% increase in need over the six-month period** was registered at Granville Community Kitchen
- Covid-19 has exposed fault-lines in society in Britain. So many people were struggling before Covid-19. Now they are on the breadline.
- The five-week delay and deductions to the payment rates in Universal Credit has meant there is not enough money for basic needs. It's either eat or heat and not pay bills. One woman, following the loss of her benefits, remarked to FoodBank staff, ***"what am I supposed to do? Is it destitution or prostitution?"***

# HARD FACTS ABOUT FOODBANK OPERATIONS

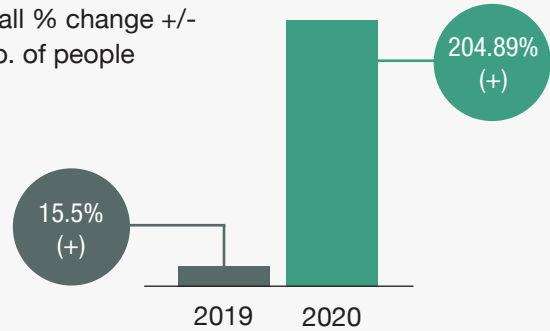
## What is poverty?

“Households are living in poverty if their household income (adjusted to account for household size,) is less than 60% of the median.”

Across London, HMRC data shows the median income is £27,300 for employees.

## The Covid-19 Crisis

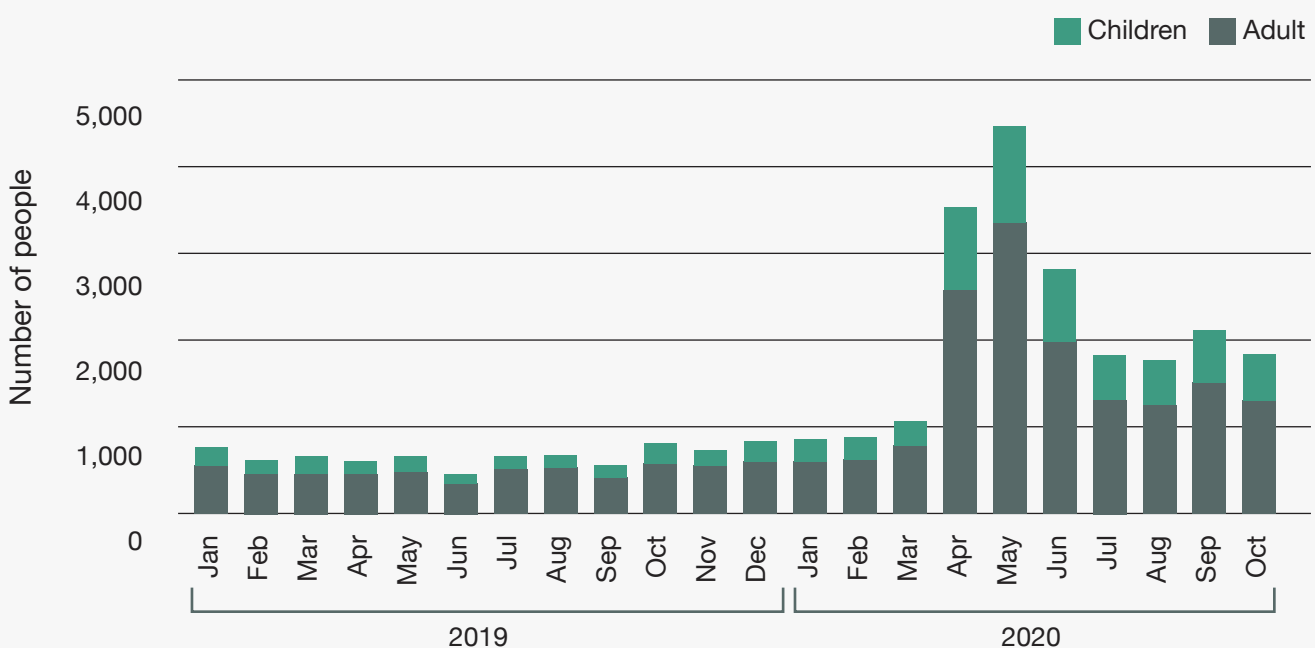
Overall % change +/- by no. of people



## How Many People Does NPFB Help?

By Year	2017	2018	2019	2020
Adult	3214	4919	5936	17,716
Children	1115	1999	2123	6,860
People	4329	6918	8059	24,571
Households	2279	3613	4256	11,953
Avg people per household	1.9	1.914	1.897	2.053
% of children	30%	28.90%	26.37%	27.91%
Overall % +/- by no of people		37% (+)	15.5% (+)	204.89% (+)

## Number of people provided with food and essentials packages by the North Paddington Food Bank 2019 & Jan-Oct 2020



# THANK YOU

To our Referral Partners

To our Supporters

To Everyone who Donated

- Age UK Westminster
- Ahli United Bank
- Bob Jessett
- British Land
- C W Hayes
- CAPCO
- Caritas Westminster
- Cerner
- Chancerygate
- Chesterton's Foundation
- Christine Mead Citizen's Advice Westminster
- City Harvest London
- Clare Maloney
- David Hagens
- Dr M N Rendel
- Edmund Pirali
- EJ party
- Equinor
- Erica Dowse
- Ethos
- First Hand Foundation
- GIC London
- Gordon Todd
- Graham MacMillan
- Graham Clayton
- Greenhouse Sports
- Hands On London
- Howard De Walden Trust
- Ian Larning
- Jacqueline Power
- Jessica Stuart
- John Lewis & Partners
- Joseph Stanton
- Judith Southern
- Karen Buck MP
- Kensington Park School
- King Fisher
- Labour Party Westminster North
- Lewis Brimmel
- Lina Doherty

Special thanks to all our Volunteers. THANK YOU!

And  
Special thanks to Baker Street Quarter Partnership  
Veolia  
M&S Notting Hill  
Jaguar Building Services

Special thanks to NPFB hosts, Walthamton and Elgin Community Homes (WECH)

Special thanks too to The Felix Project for so much fresh food

- London Central Host Lions Club
- London Central Mosque
- London Community Foundation
- Loraine Hawkins
- M Freeman
- Maria Kelly-Richoz
- Mei Leung
- MFS International
- Michael Jarmulowicz
- Mikheev Charitable Trust
- Morrison's, Acton Branch
- Mr C J Poyser,
- Mrs K Poyser
- Mr X Lecacheur
- Mrs L Charriot-Lecacheur
- Mrs R Waddon
- Niamh O'Keefe
- Nick Campsie
- Nicola Spurr
- One Westminster
- Paddington Central
- Patricia McAllister
- Patrick Reeve
- Patrick Bulmer
- Paul Kaffel
- Penny Graham
- Penrose Halson
- Peter Barham
- Queen's Park Community Council
- RAK Studios
- S Gardner
- S. Jessett
- Sainsburys Paddington Station
- Sainsbury's Sheldon Square and Ladbroke Grove
- Sarah Clifford
- Scheinberg Relief fund
- Sergio Ascolani
- Simone Elliot

- Sophie Bouckaert
- South East Bayswater residents association
- Stefanie Marsh
- Storm Flowers
- The Avenues Youth Project
- The Blue Thread
- Boltini Trust
- Grosvenor Estate
- Ian Cadbury Charitable Trust
- Kusuma Trust
- Paddington Development Trust
- Portman Estate
- Shaftesbury Community Fund
- West London Circle of The Catenian Association
- Thomas Harding
- Tim Mansel
- University College School Hampstead
- Vincent Craignou
- Waitrose & Partners Oxford Street
- Waitrose Edgware Road and Bayswater branches
- Westway Community Trust
- Westminster City Council
- Royal Borough of Kensington and Chelsea
- William Harding
- Wharncliffe Resident's Association



# The same pandemic, unequal impacts: How people are experiencing the pandemic differently

It's been clear from the early stages of the COVID-19 pandemic that some groups are more affected than others.



**People living in the poorest areas are at higher risk from COVID-19**

People in the most affluent areas are **50% less likely** to die of COVID-19 than those in the poorest areas.



**Black and minority ethnic communities are more affected by COVID-19**

People of black ethnicity are **4 times as likely** to die from COVID-19 compared to people of white ethnicity.



**Disabled people have been hit particularly hard**

Disabled people have experienced death rates **2 to 3 times higher** than non-disabled people.



**Young people are most likely to lose employment**

One in three of 18–24-year-olds have been furloughed or lost their job – **twice the rate** of working-age adults.



**Health and social care workers have an increased risk of adverse mental health outcomes**

**4 in 5** social care workers in Scotland reported their work during COVID-19 negatively impacted their mental health.



## Contact North Paddington FoodBank

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**Charity Number:** 1165272

To donate  
please visit  
[npfoodbank.org.uk](http://npfoodbank.org.uk)