



CADENT IMPACT REPORT

August 2023



INTRODUCTION

ACHIEVE OUR VISION

A NOTE FROM EMMA REVIE

In the last 12 months, close to 3 million emergency food parcels were distributed by food banks in the Trussell Trust network. That's more than ever before and, alarmingly, more than a million of these were for children.

The 1,400 food bank centres in our network work tirelessly to support people in their communities who don't have enough money for the things we all need in life, but it's not right that anyone needs a food bank in the first place.

We know we can change this by ensuring everyone has enough income for the essentials. Which is why our financial inclusion work, supported by the Cadent Foundation, is so vital. Thanks to your grant, we were able to support over 4,600 callers, across Cadent regions, through our national 'Help through Hardship' helpline, and launch financial inclusion programmes across 16 of our food banks. Through this, we have been able to maximise income for thousands of people, meaning many no longer need to use a food bank.



Emma Revie



**4,600
CALLERS**

WERE REACHED VIA
OUR HELP THROUGH
HARDSHIP HELPLINE
THANKS TO CADENT
FOUNDATION'S SUPPORT

FOOD BANK USE IN THE UK

IN THE PAST 12 MONTHS, A RECORD NUMBER OF EMERGENCY FOOD PARCELS HAVE BEEN PROVIDED BY TRUSSELL TRUST FOOD BANKS TO PEOPLE FACING HARDSHIP



760,000

PEOPLE USED A FOOD BANK FOR THE FIRST TIME BETWEEN APRIL-MARCH 2022/3

Food banks in the Trussell Trust network distributed almost 3 million emergency food parcels between April 2022 and March 2023, including more than a million parcels for children. This represents a 37% increase compared to last year, and more than double the number of parcels distributed by food banks in the same period five years ago.

NEW USERS

There has also been an increase in the number of people needing to use a food bank for the first time, with more than 760,000 people forced to turn to food banks in the Trussell Trust network for the first time during this period.

WINTER NEED

The levels of need were particularly acute in winter, and December 2022 was the busiest month on record for the network, with a parcel being distributed by staff and volunteers across the country every eight seconds.

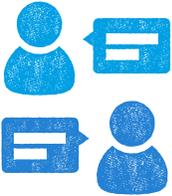
Number of emergency food parcels given by food banks in the Trussell Trust network in the last years



OUR FINANCIAL INCLUSION PROGRAMMES

“Our guests are facing increased pressure. We want to be able to support them in every way that we can, so that they can build some resilience. We are becoming a lifeline to so many people and we need to try and provide all the further help that we can.”
Southend Foodbank

HELP THROUGH HARDSHIP

 **120 ADVISERS**
RECRUITED TO OUR
HELP THROUGH
HARDSHIP HELPLINE

 **315,000+**
CALLS SINCE LAUNCH

 **£68,000,000**
FINANCIAL GAINS
IDENTIFIED FOR PEOPLE
USING THE SERVICE

Help through Hardship is our national helpline, delivered in partnership with Citizens Advice.

The Trussell Trust has made a significant investment in financial inclusion over the past three years, driven by an understanding that people have no option but to use a food bank when they don't have enough money to afford the essentials.

Our financial inclusion work enables people facing hardship to access support such as benefit and debt advice. This generates significant outcomes and financial gains to help people reach a position where they can afford the essentials we all need in life.

JOINED-UP SERVICES

This aims to ensure that people have the best possible experience and outcomes from accessing financial inclusion. It encompasses a variety of areas, including: strengthening links between local and national services; the production of a toolkit to help food banks



provide the best possible service; and a pilot partnership between Citizens Advice, Mind, and local food banks in six locations to provide a more joined up experience for people with both money and mental health issues. The work also places the voice of those with lived experience at the heart of the development and implementation of our financial inclusion programme.

MAXIMISING INCOME

The income maximisation strand of our work is delivered through local advice agencies, in or on behalf of food banks as part of their package of support. The aim is to help people facing hardship secure extra income from available sources and make their money go further by identifying any savings that may be possible. Services are designed and delivered based on local need, but most commonly focus on the securing of benefits and management of debt.



OUR FINANCIAL INCLUSION PROGRAMMES

“This partnership has, and continues to, work extremely well and has seen a large number of people being helped: from accessing the foodbank to finally being either debt-free or, at the very least, managing their monthly outgoings.
Leicester South Foodbank

CADENT FOUNDATION’S FLEXIBLE APPROACH, ALONGSIDE £1.5 MILLION FUNDING, ENABLED EARLY HELPLINE SUPPORT DURING THE PANDEMIC

When the pandemic forced a pause in the development of food bank services, Cadent Foundation’s perspective was enormously helpful. They made it possible for us to direct their early funding to the Help through Hardship helpline. Since then, the primary focus of their generous support has been towards the income maximisation strand of the programme.

FINANCIAL INCLUSION MANAGERS

While we have supported income maximisation services for over 4 years, the pace and scale has increased significantly over the last two years – most notably in the second half of 2021, when we established our team of financial inclusion managers.

The Trussell Trust team of 11 financial inclusion managers provides expertise, guidance and support to local food banks to put in place advice services that meet the needs of the people coming to food banks.



CADENT FOUNDATION KEY STATS



1.5 MILLION
FUNDING IN TOTAL



15 FOOD BANKS
SUPPORTED THROUGH THE FOUNDATION’S GRANT



AROUND
5,000 PEOPLE
SUPPORTED SO FAR THROUGH INCOME MAXIMISATION, AND ON TRACK TO MEET OUR 8,000 TARGET BY 2024

CADENT FOUNDATION'S SUPPORT

CADENT FOUNDATION KEY STATS

OVER
£3.5 MILLION
OF FINANCIAL GAINS



OVER
£5 MILLION
DEBT MANAGED, AND
NEARLY £800,000
DEBT WRITTEN OFF



AROUND
1,500
PEOPLE
ESTIMATED TO NO
LONGER NEED TO
USE A FOOD BANK



GRANTS PROGRAMME

This has been complemented by a grants programme that provides funding to food banks to deliver projects designed to meet the needs of the people who have no option but to use a food bank. It is this grants programme that is supported by the generous contributions of the Cadent Foundation.

CADENT FOUNDATION-SUPPORTED FOOD BANKS



- Boston
- Chipping Barnet
- Hackney
- Hailsham
- Hatfield
- Haverhill
- Leicester South
- Lichfield
- Peterborough
- Redbridge
- Runnymede
- Southend
- St. Helens
- Stratford upon Avon
- Newham

CASE STUDY: BOSTON

The Boston Foodbank, in Lincolnshire, provided 2,051 three-day food parcels to people in crisis last year. Demand for its services have soared as residents struggle amid the cost-of-living crisis. In addition to providing food, toiletries and a kind welcome, its staff will help direct people to other services that can help them.

“There is no end in sight to the current cost-of-living crisis and our numbers continue to increase year on year. While our mission remains to eliminate poverty in our community, in the short-term we anticipate more and more people are going to come to us in need of help.

We’ve seen people in despair who our advisor was able to help, taking things step-by-step and showing them a path out of the hardship they and their families have found themselves in.”
Boston Foodbank manager

THANK YOU FOR YOUR CONTINUED SUPPORT

“We need to make sure that people’s incomes are being maximised and that they are getting the support that they need. We can’t do this without amazing funders like the Cadent Foundation.”
Alice Webster, Financial Inclusion Manager (London)

