



IMPACT REPORT 2022-23



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WELCOME

From our Chief Executive

I'm delighted to share our 2022-23 Impact Report. None of the amazing work that is covered in the following pages would be possible without your support. On behalf of everyone here at the Trussell Trust, a heartfelt thank you.

The last year presented huge challenges for our network and the communities we serve. More people than ever have been forced to turn to a food bank because they simply can't afford the essentials we all need to live. Food banks in the Trussell Trust network provided nearly 3 million emergency food parcels last year, more than ever before. For the first time, over a million of those food parcels went to children.

While it has been a privilege to stand alongside and support our food banks to meet this unprecedented need, we know that food banks are not the answer to hunger and poverty. It is simply not right that an increasing number of people are being left with no option but to turn to charitable, often volunteer-run organisations to get by. Our commitment to ending the need for food banks has never been stronger.

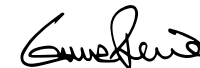
Despite the rising number of parcels distributed, we have made significant progress towards this vision over the past year. Over 60% of our food banks now offer financial inclusion advice for people referred to us. We have identified over £34m in financial gains for people in crisis through our Help through Hardship helpline. More than 50 food banks are part of our community organising programme, and 29,000 postcards were sent to MPs by members of the public as part of our cost of living campaign last year. We have made great strides with building our movement for change.

Through our proactive media campaigns, we've created opportunities to increase the public's empathy and understanding, and build a groundswell of support for the changes that will end hunger, for good. In partnership with the *Guardian*, we shone a spotlight on the daily realities facing people forced to use food banks and we have mobilised thousands of campaigners. In partnership with the Joseph Rowntree Foundation, we have launched the Guarantee our Essentials campaign, calling on the government to legislate to ensure that the level of Universal

Credit is always sufficient to cover essential costs like food and household bills. Over 90 organisations have already joined the campaign.

While the coming year will undoubtedly continue to be challenging, we know that together we can build a future without the need for food banks.

Warmest wishes,



Emma Revie
Chief Executive Officer



THE YEAR IN NUMBERS



2,986,203
emergency food parcels
provided



1 MILLION
food parcels provided
for children



£17.1M
awarded in grants
to food banks



37%
year-on-year increase
in food parcels



90
organisations have
joined the Guarantee
our Essentials campaign



#1
most talked about
charity in the UK in
December 2022

COST OF LIVING CRISIS RESILIENCE:

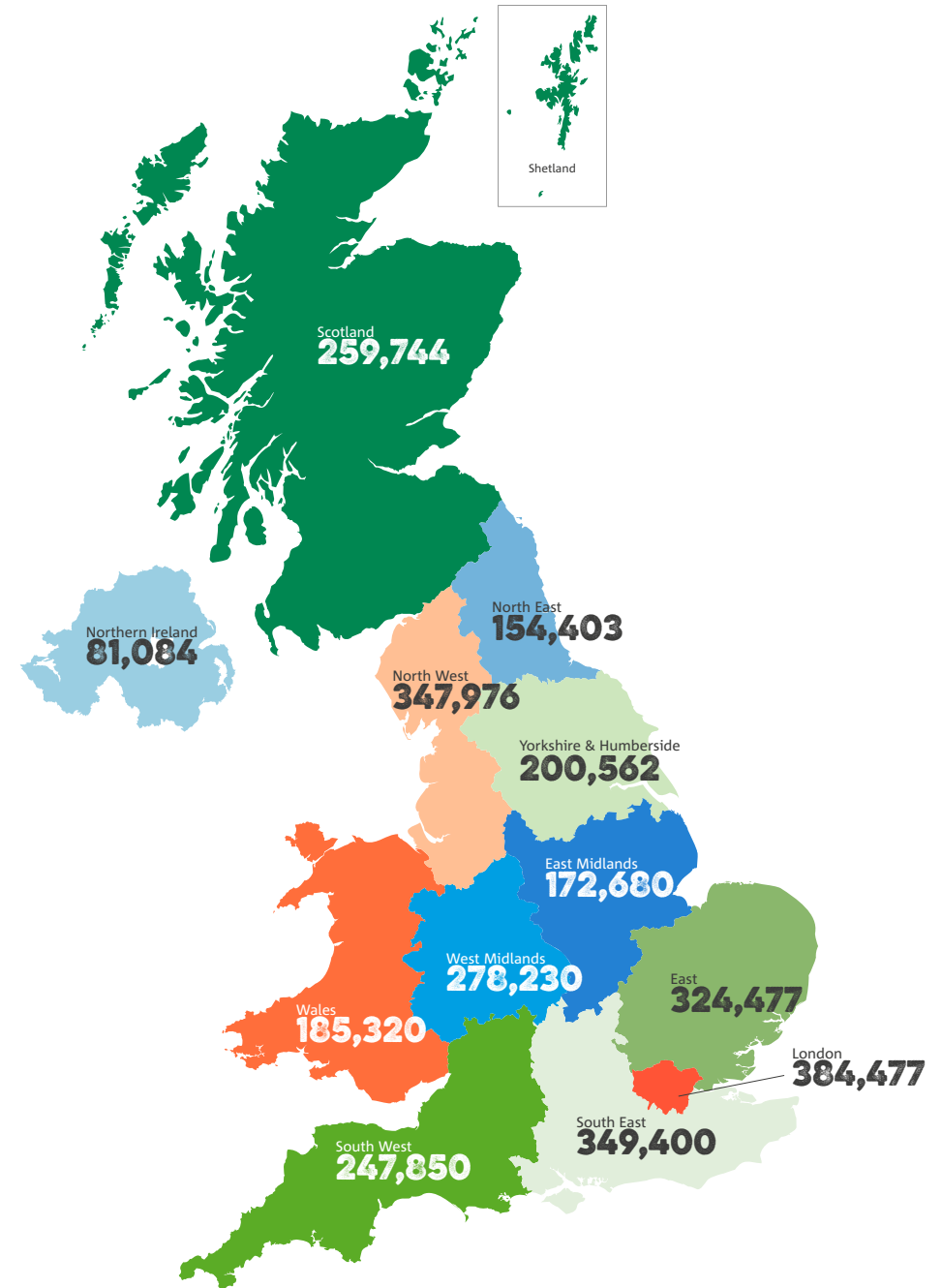
KEEPING FOOD BANK DOORS OPEN FOR PEOPLE ON THE LOWEST INCOMES

Ever increasing numbers of people are being forced to turn to food banks, with the cost of living crisis fuelling a rising tide of hunger and hardship that has been building over several years.

With the cost of living soaring, providing vital support is harder than ever before. Food banks are helping more people, buying more food at a time when prices are increasing at an alarming rate, facing rocketing utility bills and running costs, and meeting new needs in their communities. Teams are drained, exhausted, and running on reserves.

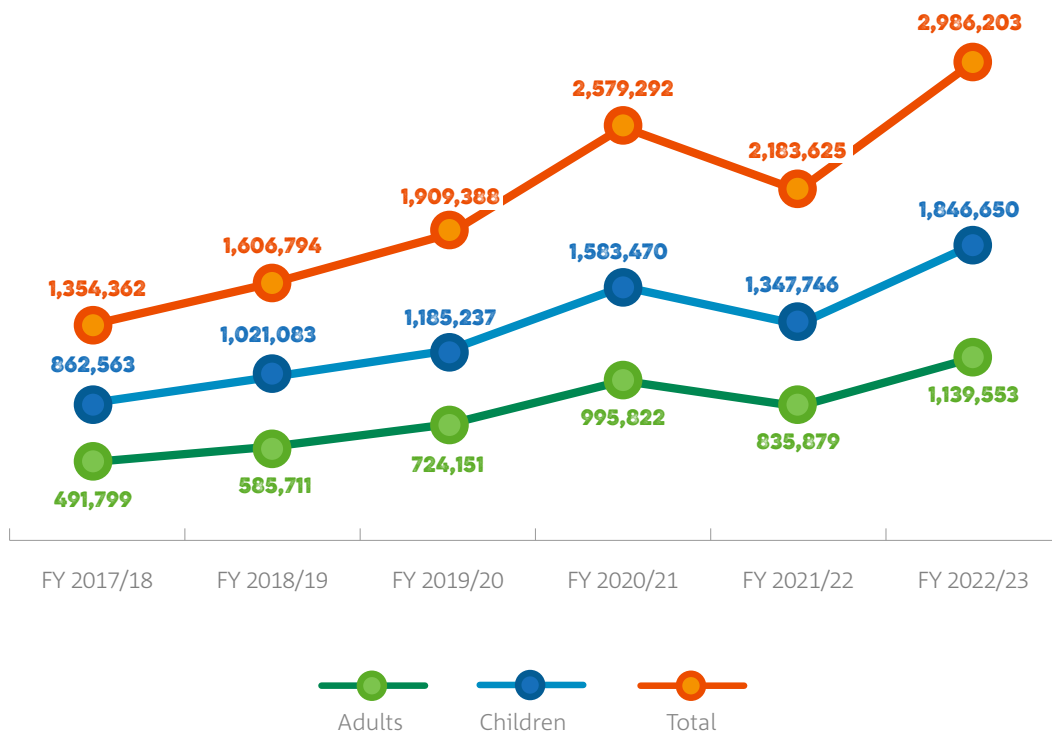
We've made sure they can keep the doors open.

We have supported our network of over 1,400 food bank centres to meet this unprecedented need, providing over £2 million in emergency grant funding last winter and working closely with national supermarket partners to guarantee food supply.



Number of emergency food parcels given by food banks in the Trussell Trust network in 2022–2023 (UK breakdown).





↑ The number of emergency food parcels given out by the Trussell Trust network has increased by 120% over the last six years.

We would like to recognise, in particular, the support we have received from our supermarket partner, Tesco. In addition to the ongoing generosity of Tesco customers at collection events and in stores year-round, at the start of 2023 Tesco worked with us to create a truly one-of-a-kind offer to support a group of food banks in our network who were seeing the biggest threat to their stock levels. By delivering regular, sizeable stock donations of the items the food banks needed most, Tesco not only helped food banks with their emergency food parcels, but also freed up considerable volunteer time and food bank funds, enabling them to prioritise their work to address the underlying drivers of food bank use in their community.





“I will never ever forget the support I had. Food banks may be described as organisations that support people but they are actually so much more than that. They are literally keeping families alive. The people that work there are not just doing their job but actually putting their heart and soul into it. The love and support I felt from them is unlike anything I have ever experienced. I think I can assuredly say that without the food bank I don't think I would be here today.”

Deborah, England

When Deborah was transferred to Universal Credit just after the COVID lockdown, she saw a massive drop in her income. As a full-time carer for her middle son, she couldn't afford the essentials so she had no option but to use a food bank.



FINANCIAL INCLUSION:

CONNECTING PEOPLE WITH ADVICE AND SUPPORT THAT TRANSFORMS LIVES

We know that insufficient income to afford the essentials is the key driver of people needing to use a food bank. We also know that every year £19 billion in social security benefits goes unclaimed, meaning many people miss out on urgently needed support. We connect people on the lowest incomes with the kind of money advice and support that transforms lives, making it a lot less likely that someone will need a food bank in the future. Our ambition is to give access to advice for every person referred to one of our food banks, either through advisers based at food banks or through our Help through Hardship helpline.

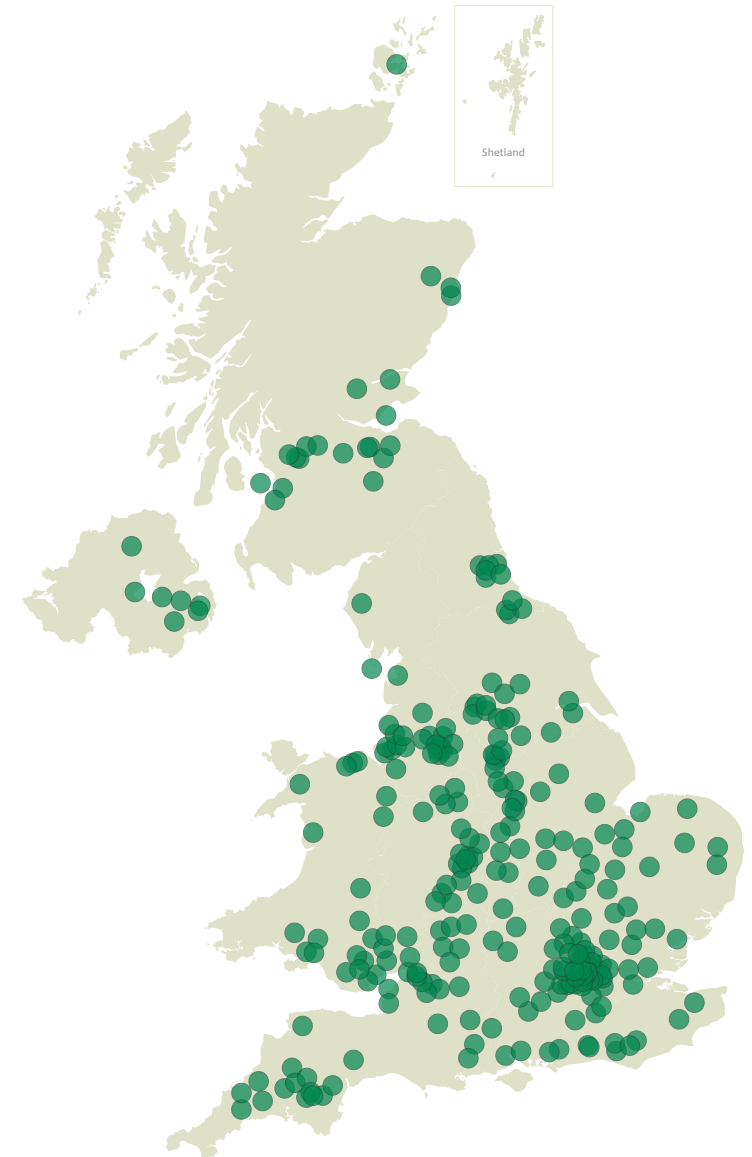
 **£50M+**
in financial gains identified, debt managed and written off

 Over **37,000**
people received advice

 **£11.9M**
in financial inclusion grants awarded to food banks

 Over **60%**
of food banks now offering free, high-quality financial inclusion advice

Food banks offering financial advice.



Help through Hardship helpline

Launched in April 2020, our Help through Hardship helpline, run in partnership with Citizens Advice and Mind, has gone from strength to strength. We have increased the number of expert advisers to 120 FTE, enabling more crucial advice to be given to people in crisis.

Key Help through Hardship statistics.



145,431
calls answered



44,119
people given advice
(39% more than 2021-22)



£34.4M
in financial gains identified



£2,934
average gain identified per person
found to be eligible for additional
benefits or other support

SARA'S STORY

Sara* called the helpline to ask for a food voucher, as she didn't have enough money to cover the essentials.

Our adviser asked Sara about her situation and was able to recommend several steps to help her. Firstly, the housing element of her Universal Credit payment was only covering half her rent, leaving her with a shortfall every month.

We advised her to claim a Discretionary Housing Payment to cover this shortfall straight away. Sara has a health condition that affects her daily living and mobility, so she was advised to apply for Personal Independence Payments, which would also enable her to receive a higher local housing allowance every month. We also advised her of a grant available from her energy supplier and signposted her to her local council for further help with fuel bills.

Sara hasn't need to call us again.

*name changed to preserve anonymity



TRANSFORMING COMMUNITIES:

EMPOWERING FOOD BANKS TO REDUCE THE NEED FOR SUPPORT LOCALLY

We work with food banks to stop people falling through the cracks in local services, bringing partners together to build strong communities that find solutions to local issues hitting people on the lowest incomes hardest.

Our Pathfinder programme supports 59 food banks to pilot innovative approaches to reduce need locally. There are over 40 types of project being piloted by Pathfinder food banks, encompassing these areas:

- Working effectively with referral partners
- Increasing participation of people with lived experience of poverty
- Implementing financial inclusion services
- Improving community resilience
- Influencing local policy

59

Pathfinder food banks

£3.6M

awarded in grants for Pathfinder projects in 22–23

330+

projects being piloted to end the need for food banks locally, including:

10

food banks implementing community support hubs

10

food banks pursuing cash-based welfare assistance

3

Poverty Truth projects established – learning from lived experiences

49

food banks working to influence referral partners on causes of poverty

5

food banks working with local schools





Pathfinder food banks discussing their projects at an annual gathering.



“Through our Pathfinder work over the last year, we have managed to position ourselves as a leading anti-poverty charity in our area. We feel this gives us some ‘capital’ to have conversations with partners about referrals to us, and also to push hard on the cash-first approach (providing people with money, rather than emergency food or in-kind support) which is developing well in our area.

What being on Pathfinder has given us is the space and support to have those ‘out of the box’ conversations and develop our ideas around this piece of work. This has included support from the Financial Inclusion team, who have been really flexible in their approach in terms of how we deliver this work. Our Pathfinder Lead has encouraged our curiosity about different approaches and really helped us to map out the journey from idea to action.”

Debbie, Aberdeenshire North Foodbank

DRIVING CHANGE TOGETHER:

BUILDING A SOCIETY WHERE NONE OF US NEED A FOOD BANK, BECAUSE NONE OF US WILL ALLOW IT

When 1 in 7 people in our society are facing hunger because they don't have enough money, it's clear we urgently need change.

An individual facing hunger can't change the structural issues driving the need for food banks on their own. But thousands and thousands of us working together can.

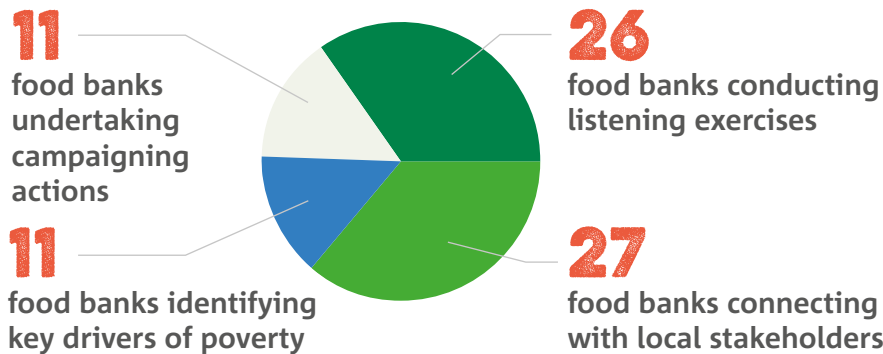
Our network of food banks acts like a canary in the coal mine. We see the impact of changes to our society's systems, policies and practices hitting people on the lowest incomes immediately.

Our Organising and Local Mobilisation (OLM) programme funds, trains and supports organisers embedded in local food bank charities, to work alongside people with lived experience of food bank use to campaign for change.

41 food banks joined the Organising programme in 2022-23 and there is now a network of local organisers employed in food banks and organisations around the UK, bringing together local communities to campaign for change.

15%
of the food bank network are part of the OLM programme

£1M
awarded in grants to food banks for local organising



Local influencing activities undertaken by food banks.



Kim Moore introducing the panellists at the event organised by Colchester Foodbank in collaboration with local Citizens UK.



Living Wage City

After local organisers in Colchester – Kim, Aditya and Linda – identified that in-work poverty is a significant issue locally, they started campaigning to turn Colchester into a ‘Living Wage City’. In November 2022, they ran a successful panel event in collaboration with Citizens UK. Over 60 people attended, and the event received local news coverage, including on ITV News Anglia. The event highlighted the benefits of a living wage for employees and employers. As part of the campaign, relationships have also been built with local Councillors and the Mayor.

Since the event, Colchester City Council has published its Economic Strategy with ‘championing the real living wage’ central to its ambitions for the area. The next step is for the council to approve a motion creating a Real Living Wage Action Group. Alongside this, work will then be done to bring local businesses on board and support them through the steps to become a real living wage employer. Should Colchester become a Living Wage City, this would have the potential to provide a salary uplift to 18,500 people and be a significant step in supporting fewer people to find themselves forced to access emergency food provision locally.



PARTICIPATION:

WORKING ALONGSIDE PEOPLE WITH PERSONAL EXPERIENCE OF HARDSHIP

Together for Change Panel

We believe that people with lived experience of food bank use must play a central role in ending the need for food banks. We are committed to listening to people with lived experience and ensuring that they are involved in strategic decision making. To this end, we convened our Together for Change panel, a group of 12 experts by experience from across the UK. The panel collaborate on projects and share valuable insights that help interrogate our Together for Change strategy. Panel members co-create resources, co-facilitate workshops, lead talks and give presentations to food banks and staff.



12

people with lived experience of food banks from across the UK make up our Together for Change panel

People from across the UK, with personal experience of accessing food banks, provide expert insights through our Together for Change panel.



“Being involved in the Together for Change panel has given me a voice in an area where we are rarely heard. I feel I am of some use in the fight to eradicate poverty and the need for food banks and can ensure the voiceless hidden in communities are heard through my voice.

I have grown in confidence when I speak about these issues and developed new friendships, even though they are all quite a bit away. But we can still support each other through hard days.”

Caroline, Together for Change panel member from Northern Ireland



PARTICIPATION:

AMPLIFYING THE VOICES OF PEOPLE WHO HAVE USED A FOOD BANK

Working with the *Guardian*, our expert Stories team created a groundbreaking series: 'Heat or Eat: dispatches from the frontline of Britain's cost of living emergency'. Offering a platform to people with lived experience of food bank use, the series aimed to highlight the daily reality of people forced to rely on food banks.

Launched in June 2022 with an article by Gordon Brown, the series has now been viewed over 1 million times.



Screenshot of the 'Heat or Eat Diaries' on the *Guardian* website.



"I'm in my forties and have two children, both of whom are autistic. Five days a week, I volunteer at a local food bank. I've also been a food bank user. We live on Universal Credit, so I understand the pressures people who visit are under. I've always managed, I've never felt poor, but it's getting harder. When I opened my energy bill, I thought it was a mistake. It has gone from £66 to £95, and they expect it to go up to about £150. I can't afford to visit my child at university; I can't remember the last time I went out recreationally. This week, I had to spend more than usual on my bus pass so I could go and get my eyes checked, so now it means mostly eating food with 'reduced' stickers on it. My washing machine is on its last legs, and I keep thinking 'please don't break', because there isn't money there to replace it. I'm frugal and I know how to make things stretch, but there's only so far you can go."

Liz

CAMPAIGNING FOR CHANGE:

USING OUR VOICE

164 MILLION

impressions across our social media channels (55% more than 21-22)

33,379

mentions of the Trussell Trust in the media (around double the number of 21-22)

21%

of the public say they are likely to contact their parliamentary representative about hunger or its causes (19% in 2021 and 16% in 2019)

29,000

postcards sent to MPs by members of the public as part of our cost of living campaign

In the Media

We were at the forefront of the cost of living campaign in spring 2022 that resulted in the government providing over £15bn in additional support for over 8 million households through cost of living payments for people receiving means-tested benefits. We continued to highlight the impact of the cost of living crisis into the autumn, mobilising thousands of people to message their MP, urging the government to strengthen the social security system. Together with Feeding Britain and the Independent Food Aid Network, we delivered a letter to Downing Street with over 3,000 signatures.



In Parliament

We provide the secretariat for the All-Party Parliamentary Group on Ending the Need for Food Banks. Following a year-long process involving four food bank visits, 70 written submissions of evidence, and a workshop with 15 people with lived experience, we launched a landmark report: *Cash or Food – Exploring effective responses to destitution*.



With Influencers

Social media stars LadBaby secured a record fifth Christmas number one, in aid of the Trussell Trust. “We never intended to release a fifth Christmas single, but as ambassadors of the Trussell Trust we were not prepared to sit back and do nothing in a year when people are struggling more than ever.”



With Faith Groups

We were privileged to take part in the National Parliamentary Prayer Breakfast in July 2022. We held a seminar at the event entitled Stronger Communities, exploring how churches are working with local and national partners to strengthen communities.



Actor Charlotte Ritchie and singer-songwriter Joy Crookes revealed our ‘till-board’ installation near Finsbury Park Underground Station.



Guarantee our Essentials Campaign

In February, we launched our largest ever national campaign – Guarantee our Essentials – in partnership with the Joseph Rowntree Foundation.

We’re calling on the UK government for an ‘Essentials Guarantee’ to make sure that the basic rate of Universal Credit is at least enough to afford the essentials we all need, such as food, household bills and travel costs.

Since the launch, over 90 organisations have joined the campaign. We will further build the movement over the coming year, across businesses, individuals, politicians and faith communities.



THANK YOU

Food banks in our network are there to provide compassionate, practical support to everyone who comes through their doors. But this kind of support should not be needed. Everyone should have enough to afford the essentials.

We know that there is a future without the need for food banks in the UK, but we cannot reach it without the support of people like you. Your support is enabling food banks to provide vital support services and helping us to consign food banks to the history books for good.

Thank you so much.





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