

FINCHLEY Foodbank FOOD FOR PEOPLE IN NEED

Finchley Foodbank Client Survey Report 2024



Finchley Foodbank is a registered charity: No. 120050

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Summary

Background

During the last three years the weekly average number of households being supported by Finchley Foodbank has increased from 105 to 230. This huge increase has implications for how the foodbank operates. To help us to better understand the needs of those using the foodbank (known as clients), we designed a voluntary anonymous self-completion questionnaire; the aims are shown below. The survey took place 6th-19th February 2024, with 152 clients completing it online and on paper. Volunteers helped people to get online and with translations of the survey if needed. During the survey period 337 clients visited the foodbank making a response rate of 45%. ***The findings below provide a snapshot of the clients who visited Finchley Foodbank during February 2024 and reflect their views; they do not represent all of our clients.***

Key messages from the survey

Aim 1: make sure that everyone who needs Finchley Foodbank can access it

- 54% of the respondents were women, 41% were men and 4% prefer to self-describe.
- Approximately 50% of respondents were White, 15% Asian, 15% Black, 7% multiple ethnic groups, and 7% other ethnic groups.
- The largest household type was adults with children, followed by adult only households. The smallest household type was single adults with children.
- Around 70% of respondents had been visiting the foodbank for up to one year.
- Around 75% live in postcode areas N2, N3, N12, NW4 and NW11.
- The survey was translated into: Albanian, Farsi, Greek, Gujarati, Pashto, Polish, Portuguese, Russian and Ukrainian.

Aim 2: establish which are the largest groups of clients so we can tailor our support and information appropriately

- Around 26% of respondents were working, 27% looking for work, 22% were unable to work due to illness/disability, 15% caring for others, and 10% retired.
- 63% of respondents were living in households claiming benefits, 29% were not.
- Just under 50% of the respondents had some kind of loan or debt with a quarter having more than one type of debt, 42% had no loans or debts.
- The largest type of debt reported was local/national government debt e.g. council tax arrears, benefits overpayments, and other loans/debts.
- 49% pay their energy bills monthly/quarterly, 29% by prepayment meter, and 3% have their energy bills included with their rent.
- Around a third of the men have a prepayment meter while just over a quarter of women did. More women, over half of the respondents, pay their energy bills monthly/quarterly compared with around 40% of men.
- Approximately 80% of respondents had some kind of internet access; 12% had no internet access at all. Two thirds used a mobile phone to get online; only around 40% have internet at home. Women were more likely to have WiFi at home than men.

Aim 3: find out the most common support/information needs so we can direct clients appropriately

- 88% of respondents found the monthly newsletter with has details of local sources of information and support, useful or very useful.
- Respondents would like information on a wide range of issues, the most frequently requested were finding employment and training opportunities, managing living costs e.g. energy bills, help with debts, and help with housing/homelessness.
- Men are more likely to want information on employment and training whilst women are more likely to want help with living costs, and housing/ homelessness issues.

Aim 4: understand if one group of clients has a negative experience of coming to the foodbank so we can work with them to improve what we do

- 96% of those who took part were happy with the range of items on offer.
- 88% felt they were treated well at the foodbank.
- A few issues were identified for Finchley Foodbank to continue to focus on:
 - Waiting arrangements
 - Asking clients to bring their appointment cards to help us to manage the queue effectively.
 - ensuring a range of items on offer for those arriving later in a session.
 - finding ways to help clients choose their items as quickly as possible.

Priorities for 2024-5

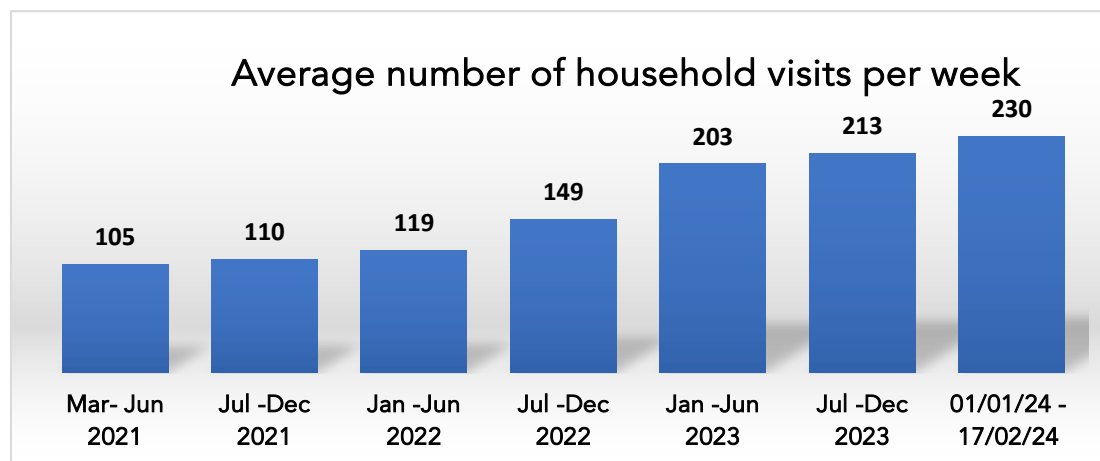
1. Regularly review the arrangements for client sessions to ensure everyone is treated fairly including the range of items on offer; keeping some items for clients with later appointments; reminding clients to bring their appointment cards
2. Continue to promote advice and information from our CAB advisor e.g. help with benefits, housing, loans, and debts
3. Publicise the monthly client newsletter and other information on our website to allow clients to easily translate it if needed
4. Investigate all possibilities to support clients to get help with energy bills
5. Encourage clients to seek support to help them get online with help from our Digital Champion and [Digital Barnet](#) e.g. distribute sim cards, information on accessing the internet at home
6. Continue to encourage clients to find support nearer to where they live

1. About Finchley Foodbank

[Finchley Foodbank](#) is an independent charity supporting people living in the London borough of Barnet. We work from a position of trust; people do not need a voucher or referral to get help. The foodbank is open to the public on Tuesdays and Saturdays and people can visit once a week. Over the last four years, largely due to the Covid-19 pandemic and the cost of living crisis, we have seen a rapid increase in the number of people visiting the foodbank (known as clients). This mirrors the increase in the number of people using foodbanks nationally.

Households supported March 2021 – 17th February 2024

Clients visiting Finchley Foodbank collect food and toiletries for their household which may be one person or several people living together. During the last three years the weekly average number of households being supported has increased from 105 to 230. This represents a huge increase in the number of people supported and has implications for how the foodbank operates.



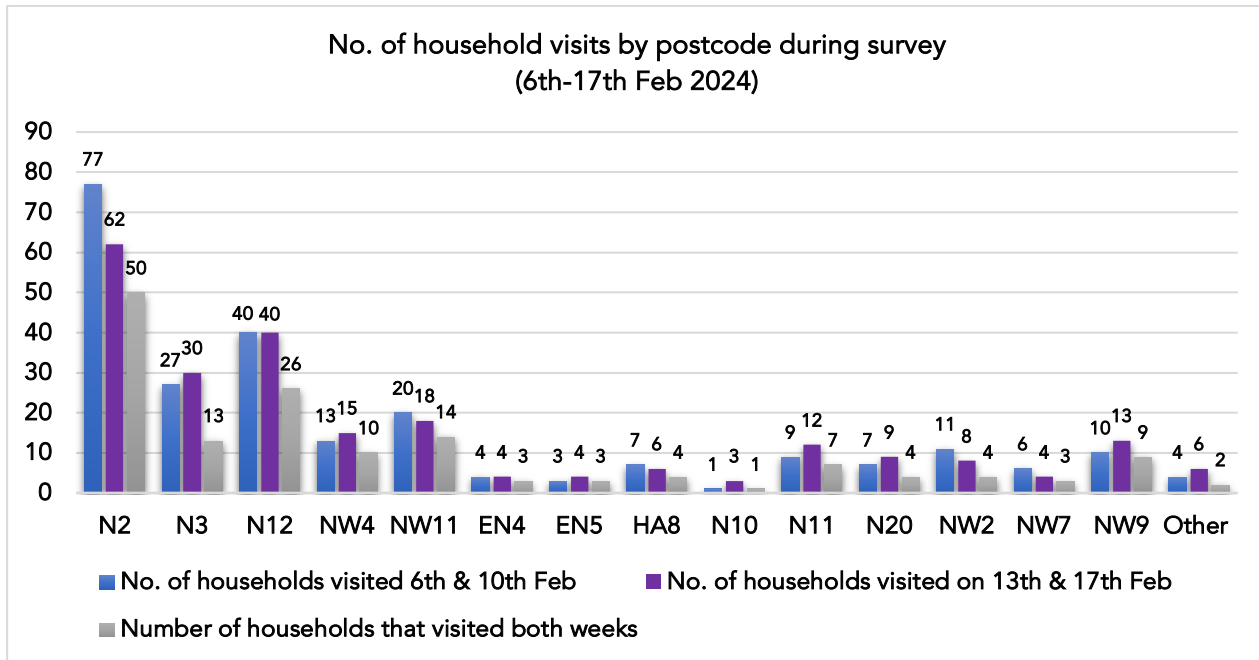
During the survey period (6th-19th February 2024) 337 clients visited the foodbank each representing one household.

Future foodbank use

There is no sign that the number of local people needing support is going to decrease in the near future, and it is possible that the number of people using Finchley Foodbank will continue to be high as more people find their incomes do not cover the cost of essentials such as food and energy bills. To be able to continue to support those most in need, we will consider ways to reduce people's need to visit the foodbank.

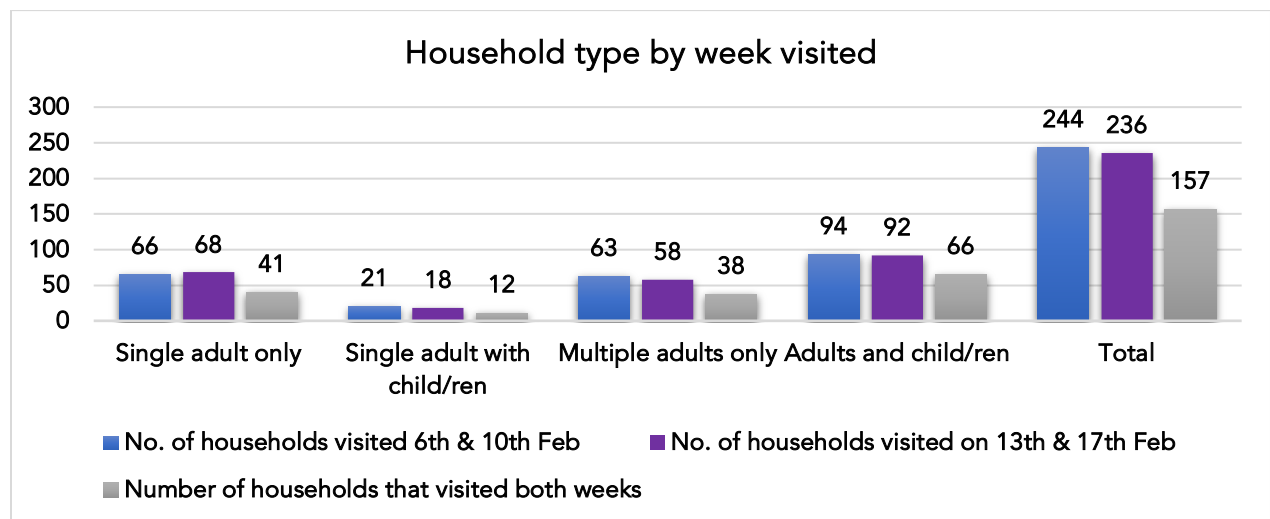
Postcode of households visiting the foodbank during the survey period

Approximately 75% of clients visiting during the survey live in the postcodes nearest to Finchley Foodbank (N2, N3, N12, NW4 and NW11). Whilst we support people living across Barnet, we encourage clients to visit their nearest foodbank by letting clients know what help is available nearer their homes.



Household type visiting the foodbank during the survey period

Of households who visited during the survey period, the largest type was adults with children, followed by adult only households. The smallest household type was single adults with children. (N.B. some households visited twice during the survey period.)



2. Listening to our clients

We recognise the importance of listening to our clients. This survey follows on from two previously carried out focussing on:

- client satisfaction with prepacked bags during the covid pandemic – 2020
- preparing for clients to come inside the foodbank with booked appointments to choose their own items - 2022

The aims of the 2024 survey were to:

1. make sure that everyone who needs Finchley Foodbank can access it
2. establish which are the largest groups of clients so we can tailor our support and information appropriately (we will also use the information when applying for funding)
3. find out the most common support/information needs so we can direct clients appropriately
4. understand if one group of clients has a negative experience of coming to the foodbank so we can work with them to improve what we do

As with our previous surveys, this survey will help us improve our understanding of clients' needs so we are better able to meet them.

Methodology

We designed a self-completion questionnaire which covered clients' views on the range items on offer, the running of the foodbank and types of information and support they would find useful. The survey was carried out between 6th -19th February 2024; it was voluntary and anonymous. It was available online via a QR code as well as on paper.

Your views matter to us!

Scan the QR code before
the 19th February 2024
to complete our survey.

We will help you translate the
survey into your language

ما می توانیم به شما در ترجمه نظرسنجی
کمک کنیم

Ми можемо допомогти Вам
перекласти опитування

يمكننا مساعدتك في ترجمة الاستبيان



Finchley Foodbank
FOOD FOR PEOPLE IN NEED
Registered charity number 12000503

The online survey could be translated into the clients' first language if needed. Support with accessing and filling in the survey was given if requested.

Number of surveys completed and response rate

During the survey period 337 clients each representing one household visited the foodbank. Some clients visited twice as over the two week survey period: 74 visited on both Tuesdays and 80 visited on both Saturdays. In total 152 clients completed the questionnaire on behalf of their household giving a response rate of 45%. (Full details are shown in Appendix A.)

	December 2020	August 2022	February 2024
No. of surveys completed	63	123	152
Response rate	83%	77%	45%

The response rate for this survey was lower than our previous surveys. This is likely due to the shorter waiting times for clients compared with the system in place during the previous surveys, as in October 2022 we introduced timed appointments. This has led to clients not being at the foodbank for so long meaning some felt they did not have time to complete the survey.

Despite the option only three clients completed the survey at home either on paper or online via the QR code. (Some issues were reported with scanning the QR code at home, possibly due to the size/quality of the image.)

More Saturday clients (95) completed the survey than Tuesday clients (57). This may have been due to Wi-Fi difficulties on the first Tuesday and because Saturday clients were offered a small incentive (i.e. donuts, rain macs or cleaning materials) to complete the questionnaire. Unfortunately, we were not able to offer Tuesday clients an incentive.

Survey in translation

It is not possible to report the total number of people who translated the survey into other languages as not everyone answered the relevant question. However, we know from helping clients translate the survey and the comments recorded online that translations included: Albanian, Farsi, Greek, Gujarati, Pashto, Polish, Portuguese, Russian and Ukrainian.

Interpreting the results

The findings below provide a snapshot of the clients who visited Finchley Foodbank during February 2024 and reflect their views. They do not represent all clients registered with the foodbank.

Where possible we have compared the results in this survey with our previous ones in 2020 and 2022. However, as each survey focussed on a different theme, it is not possible to make direct comparisons for all the questions asked.

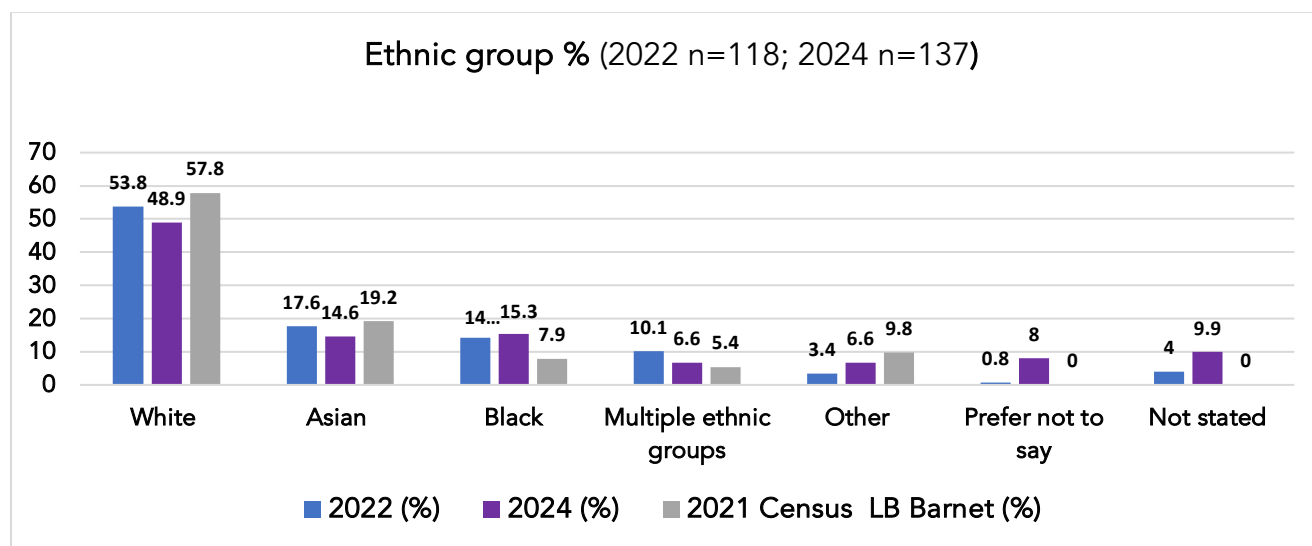
N.B. Not all the 152 respondents answered every question. The number (n) shown in each chart or table refers to the number of people responding to that survey question. This number is used to calculate the relevant percentage.

3. About the clients who took part in the survey

When clients visit for the first time, they are asked for some basic information about them and their household as well as their reasons for using the foodbank. We endeavour to respect their privacy as far as possible, however we recognise that knowing some additional personal information about them and their households will help us to provide them with the appropriate support.

Ethnic Group

We asked people about their ethnic group and gender as recent Trussell Trust research¹ found them to be important factors in understanding foodbank use.



The survey found that:

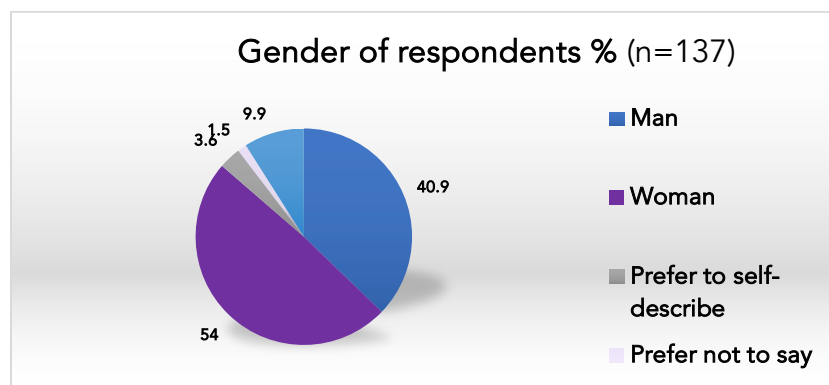
- just under half (48.9%) of those who responded were white, lower than in 2022 and the percentage of the white population living in Barnet.
- almost double the percentage of respondents were black in both 2022 (14.3%) and 2024 (15.3%) compared with the Barnet figure (7.9%).
- the percentage of Asian people (14.6%) responding in 2024 was lower than in 2022 (17.6%) and the Barnet figure (19.2%).
- higher percentages of people not stating their ethnic group or preferred not to say.

The Trussell Trust research reports that approximately one in four (24%) people from an ethnic minority group experience food insecurity, almost twice the rate for white people (13%). However, this pattern is not reflected amongst people referred to Trussell Trust foodbanks or those visiting Finchley Foodbank.

¹ **Trussell Trust report** (research carried out in 2022 and published in August 2023)

<https://www.trusselltrust.org/wp-content/uploads/sites/2/2023/08/2023-The-Trussell-Trust-Hunger-in-the-UK-report-web-updated-10Aug23.pdf>

Gender



The survey included 74 women (54%) and 56 men (41%). These figures reflect the clients who responded rather than the gender of people supported by the foodbank. The higher percentage of women respondents is similar to that reported by the Trussell Trust report which found that 56% of those referred to their foodbanks were women.

Employment status

Although we ask clients about their reasons for coming to the foodbank when they first visit the foodbank, due to the current rapidly changing economic circumstances, we felt it important to ask a survey question about employment status too.

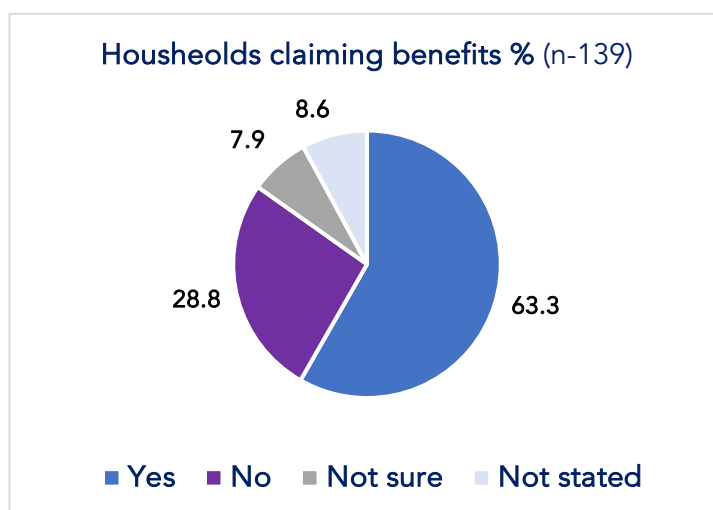
There are minor differences between 2022 and 2024 in terms employment status of those who responded. The 2024 included options about caring for children or disabled/sick family members which has reduced the percentage of people in the 'doing something else/other' category. In addition, two clients told us they are volunteering. It is possible that the decrease in the number of asylum seekers visiting the foodbank is due to asylum seekers now receiving food and toiletries in their temporary housing.

Employment status	2022		2024	
	n	%	n	%
Working (inc. employed, self-employed, freelance, part-time, zero hours contracts etc)	26	23.6	37	25.5
On sick leave from work	4	3.6	7	4.8
Unemployed – available for work	32	29.1	39	26.9
Retired	8	7.3	15	10.3
Unable to work due to disability / ill health	25	22.7	32	22.1
Unable to work with no recourse to public funds (asylum seeker)	4	3.6	1	0.7
Caring for children/on maternity leave	-	-	13	9.0
Unpaid carer for disabled/ sick family member	-	-	8	5.5
In full time education e.g. college, university	-	-	5	3.4
On government training scheme	-	-	2	1.4
Doing something else/other	11	10.0	6	4.1
Not stated	13	11.0	7	4.6
Number of responses to this question	110	-	145	-

N.B. some respondents ticked more than one option

Claiming benefits

When clients register with the foodbank some tell us they are claiming benefits, however, to help those who have not claimed what they are entitled to and support others to claim their full entitlements, we felt it would be useful to ask if clients or anyone in their household is claiming benefits. Two thirds of those who responded (88 clients/household member)



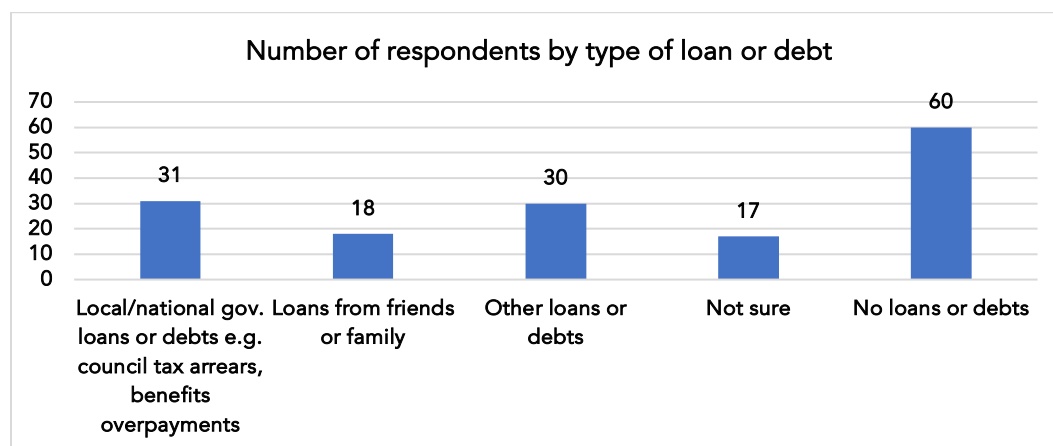
were claiming benefits. There were no differences in the percentages of respondents claiming benefits when looked at by gender and ethnic group. Help was offered to those who were not claiming benefits.

Loans or debts

We asked respondents if they or anyone in their household has any loans of debts. Overall 45% (63 respondents) had some kind of loan or debt with some clients approximately 25% (34 respondents) having more than one type of debt.

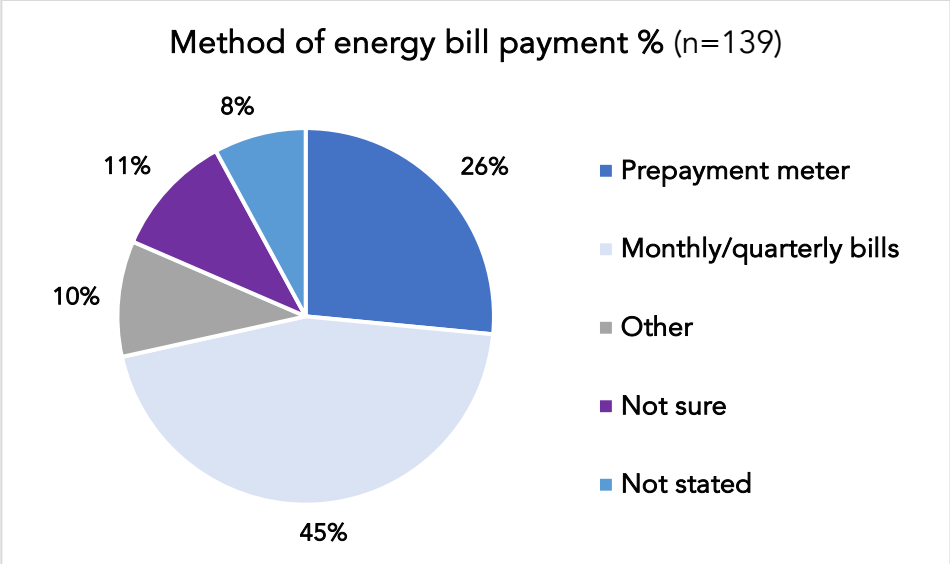
The most common types of loan or debt were from local/national government (n=31) or loans from other sources (n=30). Whilst we did not ask specifically about other sources of debt we know from national studies that these include credit card debt, catalogue payments by instalment, loans from payday, doorstep or money shop lenders, unlicensed lenders, and loans from banks / credit unions.

Loans from friends and family were relatively uncommon. 60 respondents (43%) did not have loans or debts and 13 (8%) did not answer this question. There was little difference between men and women respondents or by ethnic group as to whether they had a loan or debt.



Paying energy bills

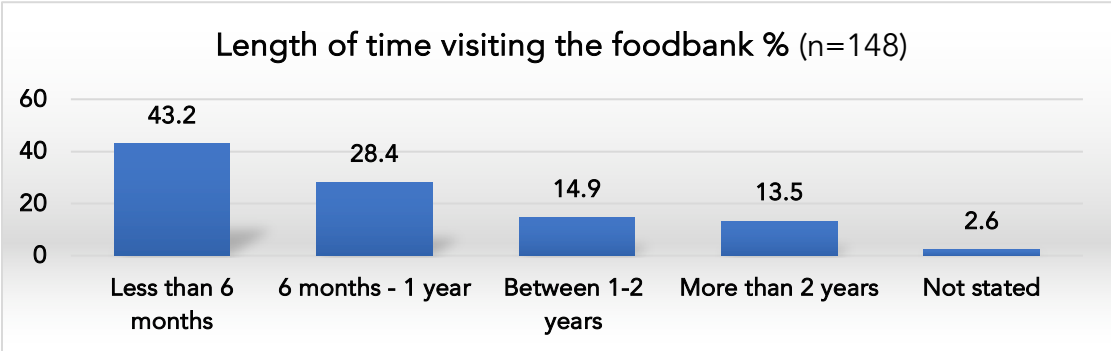
As we know energy bills are high at present and we are looking into ways to help clients, we asked about how they pay their energy bills. Almost half responded that they paid their bills monthly/ quarterly and over a quarter had a prepayment meter. Of clients who ticked other 4% said their bills are included in their rent.



Analysis by gender of the respondents shows that men are more likely to have a prepayment meter (34%) than women (27%) and conversely women (55%) are more likely to pay their bills monthly/quarterly than men (41%). No differences were found by ethnic group.

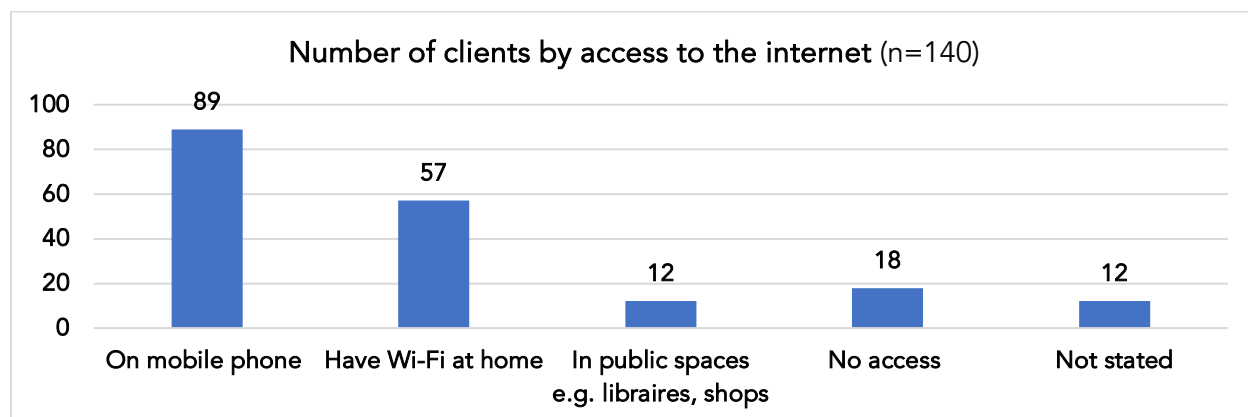
Length of time visiting Finchley Foodbank

To help understand who took part in the survey we asked respondents how long they had been visiting the foodbank. Around 70% respondents said that they had been visiting the foodbank for up to one year.



Access to the internet

We recognise that lack of internet makes access to public services difficult. Being able to go online and find resources and guides to get the help they need is crucial for our clients. We asked clients how/if they access the internet, to help us find ways to help them get online more easily. *N.B. some clients go online in more than one way.*



Most respondents approximately 80% (114) had some kind of internet access whilst 12% (18 respondents) had no internet access. Using a mobile phone was the most common way of respondents getting online with 64% (89 respondents) doing so. Only 41% (57 respondents) had internet access at home, with women making up 70% of this group (38 respondents).

It is possible that this reflects the type of households who use the foodbank with women more likely to be collecting food for families and in settled accommodation, and the men more likely to be single people.

When asked if they would like help with accessing the internet, the survey showed no difference between the number of men and women who wanted help to get online and improve their digital skills.

4. Information and support

Whilst we primarily offer food and toiletries, we recognise that foodbanks are not a long-term solution to food poverty. We want to find out the most common support/information needs so we can direct clients appropriately.

What information and support would be useful

The table below compares the percentage in the 2022 and 2024 surveys of the information respondents would find useful. Some people wanted information on more than one topic. There has been little change since 2022 in the information wanted, bearing in mind additional topics were added to the list in 2024.

Type of information that would be useful	2022		2024	
	n	%	n	%
Finding employment & training opportunities	40	43.0	42	33.3
Help with debts e.g. council tax / household bills arrears, other debts, or loans	31	33.3	37	29.4
Help with managing living costs e.g. energy bills	50	53.8	43	34.1
Help with issues relating to universal credit / other benefits	29	31.2	22	17.5
Help with housing	45	48.4	29	23.0
Help with homelessness	-	-	7	5.6
Help in relation to disability / ill health	32	34.4	20	15.9
Help for caring for someone with a disability / ill health	-	-	5	4.0
Help for asylum seekers and refugees	10	10.8	7	5.6
Help for people experiencing domestic violence	14	15.1	4	3.2
Help with addiction issues	-	-	7	5.6
Help to find community / wellbeing activities	-	-	18	14.3
Help to get online and improve your digital skills	-	-	20	15.9
English language support/ language learning	17	18.3	14	11.1
Other	6	6.5	5	4.0
Not stated	30	25.0	26	17.1
Number of responses to this question	93	-	126	-

N.B. some respondents ticked more than one option

The table below shows the breakdown between men and women in terms of the top four types of information respondents would find useful.

Type of information that would be useful	2024 %	
	Women	Men
Finding employment & training opportunities	24	39
Help with debts e.g. council tax / household bills arrears, other debts, or loans	27	25
Help with managing living costs e.g. energy bills	32	23
Help with housing / homelessness	27	23

Men are more likely to want information on employment and training whilst women are likely to identify help with living costs, and housing/homelessness as useful. 41% of those who said they are unemployed looking for work indicated they would like information on finding employment and training issues.

Support requested

Only 15.8% (24 clients) said they would like to be contacted by a support agency to provide appropriate information and help. Although the survey was anonymous, they voluntarily gave us their name and contact details, so we could direct/signpost them to appropriate help on a range of issues.

Newsletter

A monthly newsletter is given to all clients with details of local sources of information and support.

We asked how useful the newsletter is, the majority (88%) who answered found it useful or very useful. A few said the newsletter was not useful, did not read or could not read it. As some of our clients have English as a second language, it is possible that they might find it difficult to understand.

Newsletter	2020 (%)	2022 (%)	2024 (%)
Very useful	-	-	42.7
Useful	62.3	82.0	44.8
Not sure	34.0	14.4	-
Not useful	3.8	3.6	4.2
I don't read it	-	-	6.3
I can't read it	-	-	2.1
Not stated	15.9	10.5	5.9
No. of responses to this question	53	111	143

To increase access to the monthly newsletter, in particular for those whose first language is not English, we have added it to our website so it can be easily translated.



Support available via Barnet council

Barnet Council has a Barnet Residents Support Fund (BRSF). You could be eligible if you are on certain means tested benefits and you live in the Barnet area. You can apply on the Barnet Council website. If you need to talk to someone about the Fund or need help with the online application, ring 020 8359 4242 or email: residentsupportfund@barnet.gov.uk

Nationally, it is believed that people are missing out on billions of pounds of benefits they are eligible for simply because they didn't know and haven't made a claim. By accessing the Barnet Financial Calculator the council is now able to help residents find out if they are missing out. By using the calculator, you can find out what you are eligible for as well as one-click access to and then proceed and make those claims. Find all the links you need and more at:

www.barnet.gov.uk/costofliving

Information and Support for You:

At Finchley Foodbank we want a world where foodbanks do not exist as we recognise that they are not a long-term solution to food poverty. In the last year the number of people visiting us has increased significantly.

Our aim is to reduce the number of people needing to visit us so have been looking for ways to get support for you. We now have:

- A Citizens Advice Barnet Adviser available at the foodbank while we are open on Tuesdays and Saturdays between 12pm and 1:30pm. They are able to provide free advice and support to you on a range of issues, including with debt, benefits, housing and more.
- A volunteer who can help you get online including how to check if you are getting all the benefits you are entitled to.
- Advisors who can help you with training and getting into work.

We know many of you have already been in contact with a support organisation, but we are asking you to make contact again as we want to make sure you have all the support that you are entitled to and so reduce your need to visit the foodbank.

Warm spaces locally

St Margaret's United Reform Church, Victoria Avenue, Finchley, N3 1BD from 10:30am-12:30pm every Tuesday until 28th March (free)
Trinity Baptist/United Reform Church, Nether Street, North Finchley, N12 7NN. They happen on the first and third Friday of the month from 2-4pm, games afternoon and there is a £1 charge.
Holy Trinity Church 77 Church Lane N2 0TH Thursday 3-5pm (free)
Find more at www.barnet.gov.uk/directories/warm-spaces

February
2024

Help us to help you by:

- Arriving at your allocated time.
- Bring your appointment card.
- Remember that we can not accommodate children in the foodbank, but we can pick your items for you
- Returning empty egg boxes.
- Bring your own bags.
- Move through the foodbank within 10 minutes and leave promptly.
- Observe our rules and follow the directions of volunteers, so that we can distribute items fairly.

Thank you very much.

We want your feedback

We welcome all feedback (positive and negative) which will be treated in the strictest of confidence. If you have any feedback, please speak to a volunteer or the session leader when you visit us, so that we can respond quickly to your feedback. You can also contact us by Telephone or text 07849 558307 or email to finchleyfoodbank@gmail.com

In writing to:
Finchley Foodbank 279 High Road, London N2 8HG

Or scan here:



Face to face information and support on offer to clients

Through working with local support agencies, we hope to enable clients to find ways to improve their economic circumstances, so they are not so dependent on the foodbank. In addition to the newsletter, we have introduced the following face to face support for clients to help them access to relevant information and help.

- ★ A Citizens Advice Bureau (CAB) advisor is employed to be present at our client sessions on Tuesdays and Saturdays. The advisor provides free advice and support to clients on a range of issues, including with debt, benefits, housing etc.
- ★ Local voluntary organisations visit the foodbank regularly to provide advice on the cost of living support, employment, and training opportunities e.g. BOOST, West London Works



- ★ A digital champion volunteer is available at client sessions to help clients get online. For example support is available to help clients check if they are getting the benefits, they are entitled to using Barnet Council's online [benefits calculator](#).



FINCHLEY Foodbank
FOOD FOR PEOPLE IN NEED

Need help online?

Get support using your phone, tablet or laptop to help you with email, search the internet and check your benefits, bills etc.

One to one free digital support is available for people registered with Finchley Foodbank

Open Tuesdays & Saturdays. Please arrive between 11.45 a.m. and 1.30 p.m. No need to book, just turn up!

Finchley Foodbank
St Mary's Church
279 High Road East Finchley
N2 8HG

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www.boostbarnet.org

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EMPOWER PEOPLE & SAVE COMPUTERS

The Barnet Group
PERSON CENTRED

5. Satisfaction with Finchley Foodbank

Range of items on offer

Almost all the clients who responded (96%), were happy with the range of items on offer with saying the range is “good with a lot of variation”.



However, a few clients mentioned the following concerns.

Clients' concerns about the range of items on offer

“Need more basics.” “Need more food.”

“Too many cheaper products and not enough variety of some items like sauces for pasta”

“Sometimes it would help to have meat.” “Maybe a change of selection of food like meat.”

“Most of the time there is a variety of but sometimes none at about 1.30 pm.”

“This week I noticed there was a larger selection of vegetables usually the best items are all gone, due to people coming earlier getting the pick.”

Our response

- We understand some clients would like a wider range of and more food, however as we are largely dependent on donations and have limited storage space, so are not able to control what is on offer.
- Health and safety regulations will not allow us to provide fresh meat and other products needing monitored refrigeration.
- We will review how we keep some food for distributing later in sessions to ensure there is a selection on offer for all clients whenever they come to the foodbank.

Views about the foodbank

Most clients who responded were extremely positive about the foodbank; 88% feel they are always treated fairly and with respect by the foodbank staff and volunteers, and 11% said they were mostly treated well. Some of their comments are shown here.

Clients' positive comments about the foodbank and how they are treated

"All volunteers are extremely polite, nice, professional every time I come to the foodbank. I wouldn't ask for better staff (volunteers). I am extremely happy."

"The volunteers are very friendly and always make me smile."

"They are very humble and helpful... really hats off to the volunteers."

"They are polite, respectful, helpful and not judgmental."

"Never rude always friendly." "The staff are amazing, very professional people."

"Excellent staff, really helpful, really good. Can speak to someone from CAB."

"When I attend, I am made to feel welcome, and able to talk to any staff always accommodating. Excellent service. Will go up and beyond. If they cannot help me, I've been directed to other services with leaflets, telephone numbers and Citizen Advice Bureau. Only been in the borough near here for two years. Always give positive advice feeling less isolated."

"The system in place works for me." "This is a very organised foodbank hall."

A few respondents mentioned concerns about how they are treated at the foodbank.

Concerns

Waiting arrangements

"Disabled people should have priority. A chair to down. I heard most foodbanks have a waiting room."

"Sometimes queue is hard for me to stand in."

"To allow people in when it rains, and it is freezing outside. There is enough space for several people."

"Pushing in the queue"

Appointment times

"You need to be asking everyone for their time cards, too many people sneak in with their friends at the wrong time."

"Too many times people forget their appointment cards and lie about their specified time."

How clients are treated

"Sometimes I feel people are treated differently."

"Can sometimes be overzealous! :)"

"Some people say they are collecting for others but not all the food is given."

"Sometimes staff are overly stressed."

"Some staff are very rude they behave like this is their corner shop."

Our response

Waiting arrangements

We try to limit the time people spend queuing through our appointment system. To help people who have difficulty standing, we will put some chairs in the outside waiting area half an hour before each session begins. Unfortunately, as we do not have sole occupancy of the building, we are not able to ask people to wait inside in cold weather.

Appointment times

To allow clients to be seen in time order, appointment cards are checked on arrival. Clients without them are asked to wait until it is possible for the volunteer to check their appointment time. We recognise that sometimes clients do not bring their appointment cards and do all we can to encourage them to do so. Clients can also show a photo of their card on their phone if they wish. New appointment cards are issued if necessary.

How clients are treated

We are an extremely busy foodbank and endeavour to treat all clients equally. We explain to clients how the foodbank operates when they register with us, and at each visit they are given a card showing the number of people in their household. The card indicates to volunteers the number of items clients can choose.

Our aim is to be transparent, avoid confusion and ensure fairness, so we ask volunteers to count the items chosen into clients' bags. Volunteers are reminded of our approach at the beginning of each session, so that everyone is treated in the same way.



Welcome to Finchley Foodbank

While you are here we will:

- Behave respectfully towards you
- Treat you and other clients fairly
- Recognise that life may be tough for you at the moment

In return we will we expect you to:

- Behave with courtesy towards our volunteers and other clients
- Not be under the influence of drink or drugs
- Accept our directions about what we can give you this week, and not bargain or argue with us

If you do not behave as we expect then we may ask you to leave and not to return to the foodbank.

Please remember everyone working here is a volunteer.

Help us to help you, that's what we are here for.

Thank you from Finchley Foodbank

6. Priorities for 2024-5

The key findings shown above have given us an insight into how clients feel about Finchley Foodbank and what support they need the most. We want to continue to support those who need help; we will use the information shared with us to encourage people to keep donating food and money to the foodbank so we can be here for as long as needed. We have used the findings from this survey to help us identify our priorities for 2024-5.

In 2024-5 we will:

1. Regularly review the arrangements for client sessions to ensure everyone is treated fairly including the range of items on offer; keeping some items for clients with later appointments; reminding clients to bring their appointment cards
2. Continue to promote advice and information from our CAB advisor e.g. help with benefits, housing, loans, and debts
3. Publicise the monthly client newsletter and other information on our website to allow clients to easily translate it if needed
4. Investigate all possibilities to support clients to get help with energy bills
5. Encourage clients to seek support to help them get online with help from our Digital Champion and [Digital Barnet](#) e.g. distribute sim cards, information on accessing the internet at home
6. Continue to encourage clients to find support nearer to where they live

Acknowledgements

We would like to thank the foodbank clients who voluntarily took part in our survey. Their responses have helped us to understand their needs and to plan for the future.

We are reliant on the very generous donations from individuals, street collections, community groups, schools, places of worship, supermarkets, local businesses and shops, and Barnet Foodhub. We are also supported by [Foodbank Aid](#) (north London).

As a result, in addition to food and toiletries, this year we were able to give out packs to keep people warm during the winter. These included a hot water bottle, blanket, scarf etc.



We really appreciate all the donations from those individuals, groups and organisations who have supported the foodbank this year and in the past.

Whilst we have two part time staff, we are reliant on a pool of almost 200 volunteers to run the foodbank, with over 50 volunteers needed each week. They freely give many hours of their time to make sure the foodbank runs smoothly. **We are extremely grateful to the volunteers who work tirelessly to keep Finchley Foodbank open, without whom we would not be here.**

Appendix A: Detailed response rates

The table below shows the number, method of completed questionnaires on each day and response rate during the 2024 survey period.

Date of survey	Method	Number on data base	No. of surveys completed	No. of clients visiting	Response rate
Tuesdays					
6/2/24	paper	1-26	26	117	-
13/2/24	online	81-102	22	111	
13/2/24	paper	103-111	9	-	
Tuesdays total (minus 74 clients who visited on both days)	-	-	57	228-74= 154	37%
Saturdays					
10/2/24	online	27-63	37	127	-
10/2/24	paper	64-80	17		
Returned from 10/2	paper	145	1		
17/2/24	online	112-144 151-152	34	116	
17/2/24	paper	146-150	6		
Saturdays total (minus 80 clients who visited on both days)	-	-	95	263-80= 183	52%
GRAND TOTAL	-		152	154+ 183= 337	45%