

Summary of Finchley Foodbank Survey 2024

About the survey

During the last three years the number of people visiting Finchley Foodbank each week has increased significantly. To help us better understand people's needs, in February 2024 we asked everyone visiting the foodbank to fill in a voluntary anonymous self-completion questionnaire. In total 152 people completed the survey (some online and some on paper). Volunteers helped people to get online and with translations of the survey if needed. These findings represent the views of those who took part and not everyone visiting the foodbank.

About those who took part in the survey

- 54% were women, 41% were men and 4% prefer to self-describe.
- Approximately 50% were White, 15% Asian, 15% Black, 7% multiple ethnic groups, 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 75% live in postcode areas near to the foodbank - N2, N3, N12, NW4 and NW11.
- People spoke a wide range of languages including Albanian, Farsi, Greek, Gujarati, Pashto, Polish, Portuguese, Russian and Ukrainian.
- About 26% were working, 27% looking for work, 22% not working 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% had some kind of loan or debt with 25% having more than one type of debt, 42% had no loans or debts.
- 49% pay their energy bills monthly/quarterly, 29% by prepayment meter, and 3% have their energy bills included with their rent.
- Approximately 80% have some kind of internet access; 12% have no internet access at all. Two thirds used a mobile phone to get online; only around 40% have internet at home.

A big thank you to everyone who took part in and helped with the survey.



Views about information and support needed

- ★ 88% of those who took part found the monthly newsletter with details of local sources of information and support, useful or very useful.
- ★ A wide range of information and help was requested, most frequently: 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.



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Views about Finchley Foodbank

- ★ 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 concerns were mentioned about:
 - *Waiting arrangements and appointment times* - we will put some chairs in the outside waiting area and ask people to bring appointment cards so they can be seen on time.
 - *The range of items on offer* - we are dependent on donations and have little storage, so the range is limited.
 - *How people are treated* - Our aim is to be transparent, avoid confusion and ensure fairness, so we ask volunteers to treat everyone in the same way.

What we plan to do in 2024-5

- Regularly review how we run the foodbank to make sure everyone is treated fairly e.g. keeping a range of items on offer for those arriving later in a session and finding ways to help clients choose their items as quickly as possible.
- Encourage people to get advice and information from our CAB advisor.
- Publicise the monthly newsletter and other information on our website to allow it to be easily translated.
- Investigate all possibilities to get people help with their energy bills.
- Help people to get online e.g. providing sim cards and information on accessing the internet at home.
- Continue to encourage people to find support nearer to where they live.

Here are some of the comments we received.

