

FOOD BANK

LAYING THE GROUNDWORK FOR CHANGE

This quarter has been one of connection, momentum and growth: both within our team and out in the community. From new team members and trustee training to deepening relationships with housing providers, we've laid the groundwork for more joined-up support. And at the heart of it all, our Helpline and Outreach teams continue to meet people where they are, offering reassurance, resources, and a way forward.



TURNING FEEDBACK INTO ACTION

64%

OF CALLERS SIGNPOSTED TO OTHER SERVICES

SUPPORT FOR TENANTS

We've learned that 70% of our callers are Karbon Homes tenants. This means we can refer them straight to Karbon's Money Matters team — getting financial support to the right people, faster.

532

CHILDREN SUPPORTED

FREE SCHOOL MEALS

We're helping more families access free school meals. Our Helpline team now asks about eligibility; unlocking daily meals as well as free holiday activities.

30%

INCREASE IN FRESH FOOD PARCELS DELIVERED

FRESH FOOD MATTERS

With your support, we've increased fresh food deliveries by 30%, making healthy options more available to families and individuals.

300+

EASTER EGGS DELIVERED

SUPPORT YOU CAN FEEL

This spring, local businesses and community groups rallied together to help us deliver hundreds of Easter Eggs to children across the region. Thanks to PCCA in Prudhoe and others, families facing hardship didn't miss out on a small but meaningful treat.

FROM INCLUSION TO ISOLATION

This quarter, five new people joined our Outreach Programme for tailored one-to-one support. Through regular meetings and referrals, we're linking people with services like StepChange, Rosie's Corner and the Community

Grocery, helping them move forward at their own pace. In late June, we launched a new support group offering a warm, informal space to connect. It's early days, but the response has been positive.



6,609

FOOD PARCELS DELIVERED



168

NEW CALLERS



777

ADULTS SUPPORTED



532

CHILDREN SUPPORTED



13

HARDSHIPS AWARDS



384

HOURS OF VOLUNTEER TRAINING DELIVERED

*YTD DATA: OCTOBER 2024- JUNE 2025



CLICK TO PLAY

When Mel reached out, she was isolated, in debt, and skipping meals to pay rising energy costs. Our Helpline offered immediate support, and through our Outreach Programme she accessed energy vouchers, a new bed, and debt relief. Today, she's attending a local coffee morning, reconnecting with others and rebuilding her confidence. Click the play icon to hear Mel's story.

SCAN THE QR CODE TO LEARN MORE ABOUT OUR WORK IN THE COMMUNITY, AND THE WAYS YOUR SUPPORT IS MAKING A DIFFERENCE



INVESTING IN OUR FUTURE

This has also been a time of inward investment and outward advocacy. This quarter, we've focused on strengthening the systems and relationships that make lasting change possible. From Welfare Rights training for volunteers to risk management planning with trustees,

we're investing in the people and structures that underpin our work. With new team members now in place and partnerships continuing to grow, we're ending the quarter with renewed energy and a strong foundation for what's next.