

ADAPTING TO CHANGING NEED STRENGTHENING HOW WE RESPOND

MEETING CHANGE WITH PURPOSE

This year has brought continued high demand for our support, but with a clear change in who is reaching out. Through our outreach programme, we have been working with people who need longer-term support to find ways to improve their situations, reducing repeat use of the food bank. At the same time, our helpline has seen a marked rise in new callers, reflecting the growing number of households experiencing crisis for the first time.

The year-end figures show both the impact of this changing need and the growing pressure on households as they face sudden changes and ongoing financial strain. We know demand will remain high in the year ahead, and we are preparing accordingly.

THIS QUARTER IN FOCUS

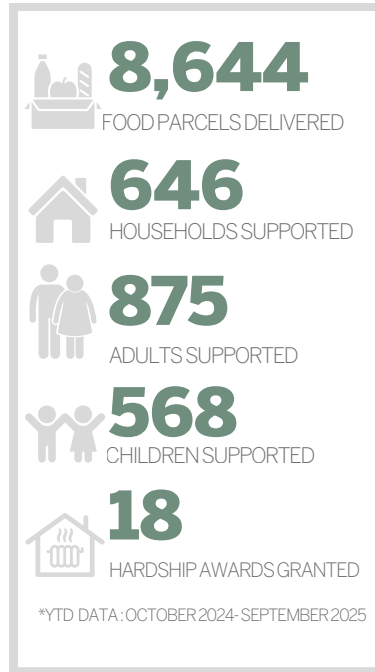
This quarter brought both milestones and mounting challenges. Over the summer we launched our Back-to-School Awards, supporting 126 children in 58 families with the essentials they needed to return to school with confidence. But while this brought relief for many, our helpline figures showed the deepening strain on households. From June to July, we saw an 80% increase in new callers.

36%

YEAR-ON-YEAR INCREASE IN NEW HOUSEHOLDS SUPPORTED

Behind the numbers are people facing major upheavals in their lives. A sudden loss of work, relationship breakdowns, health issues, and the devastating experience of homelessness continue to be recurring reasons for contact. As one caller put it simply: "everything is a struggle."

We are preparing for what we know will be a difficult winter. Our helpline team has undertaken specialist training in energy advice so we can respond to the urgent concerns people face as colder months approach. At the same time, we are gearing up for harvest and winter demand, ensuring we can meet both immediate needs and provide longer-term support where possible.



CLICK TO PLAY

Sarah is one of the parents we supported through our Back-to-School Awards this summer. After an unexpected house move left her struggling with the cost of uniform and other essentials, our support helped her daughter start school with confidence.

SUPPORT FOR LONG-TERM CHANGE

This quarter marked an important step forward in how we continue to adapt our services to meet changing need. The first meeting of the Northumberland Food Aid Network, which we are proud to be leading, brought together 16 providers from across Northumberland. It created space to share insight,

strengthen partnerships and explore new ways of supporting people facing food insecurity. The network will help us collaborate more effectively, amplify the voices of those too often unheard, and develop more sustainable approaches to food aid across our communities.



HELP US MEET THE CHANGING NEEDS

- Give funds to help us respond quickly and flexibly
- Donate food to keep our shelves stocked



SCAN THE QR CODE TO LEARN MORE ABOUT OUR WORK IN THE COMMUNITY