

WCFP

Washington Community Food Project



Annual Report



Introduction

Washington Community Food Project is a food bank serving the local area and is part of the *Independent Food Aid Network* (IFAN) which is a network of independent, grassroots food aid providers working together to secure food security for all. IFAN membership includes over 400 independent food banks over the whole of the United Kingdom and is a free service.

The WCFP project was founded in 2012 by the late Joanne and Malcolm Dawson and since then has expanded to provide donations to Washington and Springwell. We also provide food parcels to people in Shiney Row, Houghton and Hetton but mostly to all Washington villages. Since the beginning of 2020 over 35 volunteers have helped to promote the project.

The food bank receives referrals from: Gentoo, Sunderland City Council agencies, National Health Services, Housing associations, voluntary support services, schools, churches and signposting from DWP and Wear Recovery. The service users then obtain food from our distribution points St George's Church, Barmston Furniture, Oxclose Church and our main outlet, Unit O, situated on the first floor of Washington Galleries.

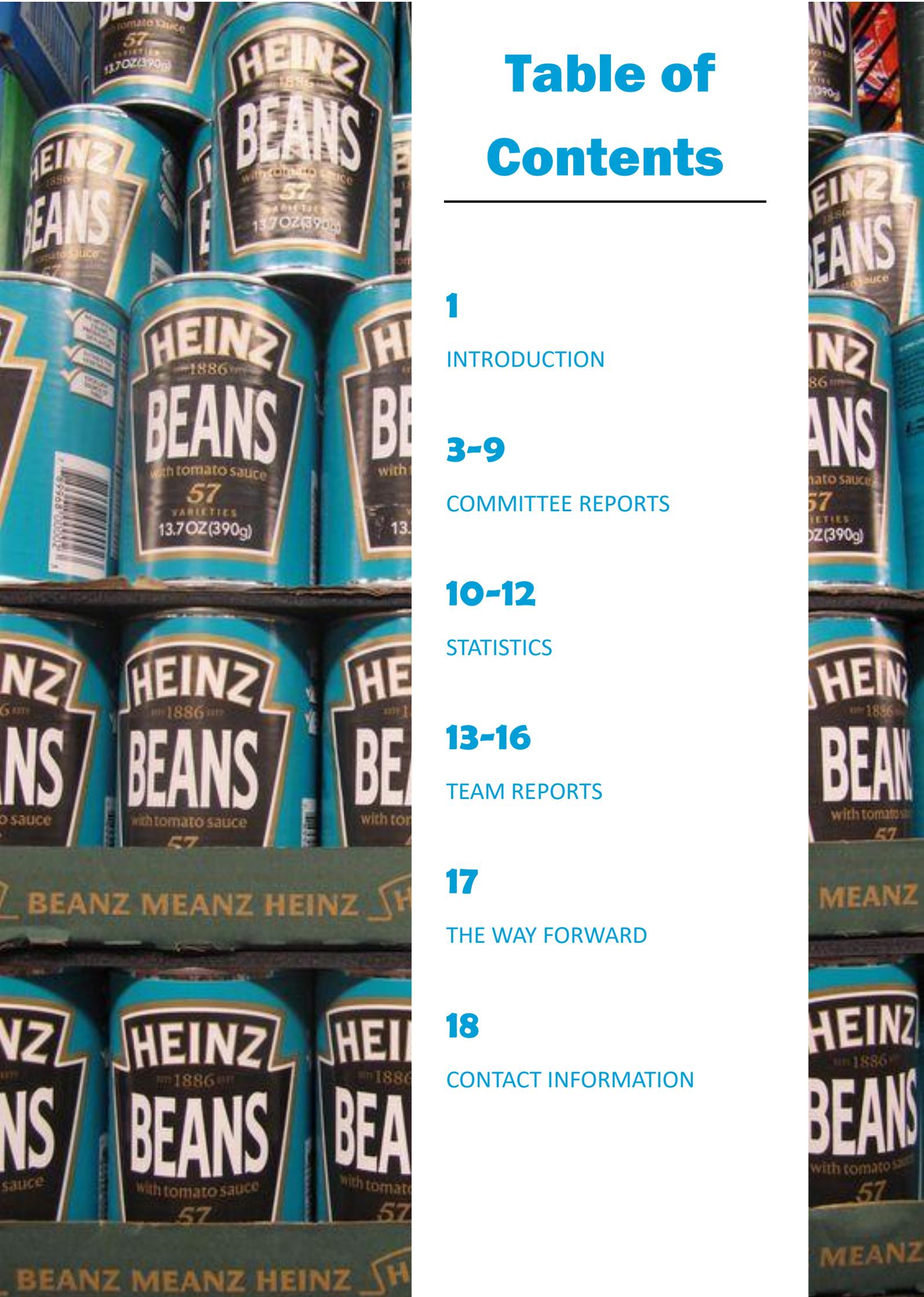


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Chairman's Report

by Clive Bowman

It has been a completely different year than we were expecting at the last WCFP annual meeting.

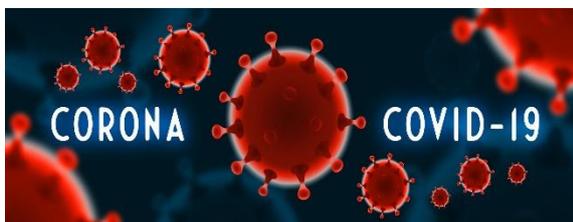
The year started as always with an assessment of stock after the previous year's harvest and run up to Christmas donations. This stocktake allows us to advise the Treasurer as to the possible food expenditure and to take into account any concerns over Brexit. Unit L items were sorted into products and then data order and an estimate made of all stock available. Because we make up a standard 1 to 5-person parcel and we have years of figures to hand we are able to estimate approximately what supplies we will need.

It may seem to be early in the year but the trustee's thoughts turn to the year-end Christmas Eve Give Away. How the previous year was run and what changes could be made to make it more efficient. Both the previous venues, the Lighthouse and St Michael's had their own problems so an alternative was sought and Oxclose Academy was contacted. They agreed that the 2020 Christmas giveaway could take place there with the possible assistance of some of the school children. This would give WCFP a larger indoor area to accommodate the large number of people who attend on Christmas Eve and allow for better control and monitoring.

Preparation was made for the annual AGM to report on the activities of 2019 which took place in March and was held, for the first time, in Unit O. Plans were discussed for the development of the front of house in Unit O to be more welcoming and to have other community facilities.

WCFP started the year with four outlets, Unit O operating 4 days a week, St Michael's, two mornings a week, Barmston Furniture 6 days a week, and St George's Church on 1 day.

The decision had been made to stop operating out of MIND and the Millenium Centre because



of storage difficulties and the need to transport food parcels on the day. We also felt that the Galleries was a more central location.

All of our plans soon came to a halt as a result of the Covid Pandemic.



Stock organised for parcel packing

It became apparent that Unit O could not function safely according to the information being given out by Governmental Health agencies. However, the WCFP lead volunteer at St Michael's Church indicated that that outlet would continue to remain open as long as possible



Sainsbury's keeping supplies flowing to the WCFP during the first lockdown

at least until early April. Unit O closed to the public and the lead volunteers then concentrated on maintaining stock levels and supplies to the WCFP outlet at St Michael's. Unit O had always delivered weekly supplies to St. Michael's. The lead WCFP volunteer at St Michael's was given full access to Unit O. It was decided that rather than taking existing stock from Unit O to St Michael's (supplies in supermarkets had reduced considerably as a result of panic buying), WCFP would talk to supermarkets and have stock delivered directly to St Michael's. This was arranged by the Project Manager and Treasurer. Sunderland City council became involved in supporting WCFP regarding supply of food stocks and the offer of volunteers. The lead WCFP volunteer at St Michael's

was regularly asked if additional volunteer support was needed but declined any assistance. Food stocks were accepted from SCC and purchases made from other suppliers and delivered directly to St Michael's.

The Project Manager continued to collect daily from our suppliers but gradually the WCFP volunteers based at St. Michael's took over and by the end of April the Project Manager was only picking up stock from irregular donors. Arrangements were in place between St. Michael's Church and St George's Church to take any surplus fresh produce to assist the population in St George's area.

During April the trustees were approached by the lead volunteer at St. Michael's for financial assistance as Church income was falling. The WCFP trustees agreed to double the amount of rent being paid each month to St. Michael's Church for allowing the Church be an outlet for WCFP.



Premier Singh convenience store, Oxclose

At the beginning of May a non-factual post was put on the WCFP Facebook page about WCFP being closed- in fact WCFP **had never closed**.

WCFP were informed on the 4th May that St Michael's were no longer going to operate as an outlet for WCFP. St Michael's subsequently joined the Trussell Trust Sunderland Food bank as one of its outlets.

As a result of the failure of St Michael's to continue to support WCFP an emergency meeting was held on the Monday afternoon as to the way forward. During the meeting the lead volunteer at St Michael's tendered her resignation with immediate effect. Because of the

closure of Unit O, Barmston Furniture and St George's Church owing to COVID restrictions WCFP had no outlet open. The trustees contacted Oxclose Church and were given permission to operate from there immediately and stock was taken from Unit O. The Project Manager recommenced collecting from all outlets and storing the items in Unit O. All referral agencies were then informed of the change to WCFP operations.

During the restrictions placed in the Galleries, as result of COVID, the volunteers were monitoring the situation regarding queues near Unit O, forming outside banks and building societies, how and where queues were forming and the busiest times. As restrictions on shops were gradually lifted in consultation with the Galleries management it was deemed possible that with COVID protection measures in place that Unit O could reopen by moving the opening times to less busy periods. Plastic screens were put in place as well as floor markings for social distancing. Unit O opened in June and Oxclose Church became a limited emergency outlet. Since June, Unit O has remained open with the volunteers working in bubbles: only present at certain times and in specific locations.

In September three trustees were independently advised, by a member of the Washington Store, that Asda was no longer supporting independent food banks and that the end of aisle donation box was being removed. WCFP contacted IFAN, as this would have a country wide effect on all independent foodbanks. IFAN contacted Trussell Trust and Asda for confirmation. WCFP were informed that this was a local decision by the Washington store and was not a head office decision.



Our collection point at ASDA, Washington

In early October WCFP were informed of a positive Covid contact who had entered Unit O, all known people who may have been in contact were informed, the Galleries management was also informed and the unit was deep cleaned that afternoon. Consequently, there was no disruption in service. The Trustees decided to offer packed lunches during school holidays for younger children. The first of which took place in the summer from Unit O with support given to Oxclose Church, St George's Church and Washington MIND, as other outlets. This



Blackfell Primary School's Harvest Festival donation

continued during the October and December holidays at Unit O and the two churches.

As a result of publicity, the amount of food donations and financial donations increased considerably leading up to Christmas. Harvest donations were still being donated from schools despite the COVID restrictions imposed. In early October the WCFP trustees were debating how the Christmas Eve give away could operate. Various suggestions and proposals were discussed which would allow last minute decisions to be made. It was decided to send out letters inviting people to phone and make an

appointment, during the second week of December, to collect the Christmas foods such as advent calendars, selection boxes, biscuits as well as soft toys. Meanwhile the Galleries management had been approached for use of another unit for the week and they offered us Unit J, which the volunteers were able to make feel more Christmassy. When people called, they were asked if they would like fresh food to be delivered on Christmas Eve. This enabled WCFP driver volunteer rotas to be compiled and on Christmas Eve fresh produce was collected from the local supermarkets and taken to Oxclose Church where the WCFP volunteers made up individual parcels for each family size and these were then delivered to the home addresses. This was a tremendous success and it was done with high COVID protection for everyone.



Non-perishable packs for the Christmas Give Away



Project Manager’s Report

by Carol Rowe

What a year we have had, no one could have predicted 2020, but we at WCFP have gone above and beyond to make sure our clients have not done without during the pandemic.

In March, because it was not safe to operate from unit O, St Michaels, which was one of our outlets at the time, became our operating station for approximately 6 weeks.



Schiedel donation

We then moved to Oxclose Church (our original home) until June, giving us time to make Unit O more COVID friendly.

People of Washington and various companies, have been so kind and completely overwhelmed us with their generosity, making this our most successful year.



£200 from Sudz Valeting Services

Never a dull moment at WCFP, roll on 2021, we’re ready for you. Huge thanks to our fabulous team!



Secretary's Report

by Maureen Bowman

What a year 2020 turned out to be! It began well in January/February with the opening of our Community Drop-in. We were able to offer free refreshments, cakes, and biscuits and spend more time, just chatting, with the clients. We also managed to run a couple of successful but rather small craft sessions (8 – 10 people) and had big plans and great enthusiasm for all the activities we wanted to offer. Then came COVID and in March we were forced to close unit 0 in the Galleries because it was not safe to operate from there. We kept one outlet open as people were able to work outside and it was much safer. This arrangement was initially for three weeks, however, it lasted for six weeks. During that time, we invested over £4,000 in stock, rent and expenses to keep St. Michael's Church open as our prime distribution site. Carol, the Project Manager, continued to collect donations on a daily basis and purchase extra stock in order to provide as full a service as was possible at that time. Several of our volunteers were either in lock-down due to age/vulnerability or having to remain at home to care for school-age children.



Collecting donations from AFI Uplift

At the beginning of May there was a resignation by one of our trustees who at the time was running the WCFP outlet at St. Michael's. This was with immediate effect on May 4th, 2020 at 5.00pm. They, as an organisation had decided to start up their own charity taking with them almost half of the WCFP clients. This came as a terrible shock to WCFP volunteers and we were then left with no outlet. Thanks to Gavin Rushton at Oxclose Church we were able to open on the Wednesday and continue to operate without missing a session. The volunteers were desperate to get back and we had enough to make it a success. We were in Oxclose Church for six weeks. During that time our Front of House Lead, Sue, organised the reopening



Front of house, Unit 0, with children's super artwork

of unit 0. The hours had to be changed to avoid busy times at the bank opposite, the unit had to be reorganised – all the children's art work had to come down, everything had to be covered in wash down plastic and new screens and PPE ordered. Sue then organised the volunteers into bubbles of three, to work in each area and there is no mixing of the groups. This system continues to work. Only one client is allowed into the unit at a time and food

parcels are put onto a table for collection. All donations that come in are left for 72 hours before being unpacked and hand sanitiser and frequently changed gloves are used at all times. So we were back up and running in unit O by mid-June.

The village Summer Fayre was cancelled so we lost an opportunity to get out and share our message with the public but three wonderful members of the community organised fundraising events for us. Our grateful thanks go to Lauren Stone, Cameron Thompson and Matthew Crichton for all their help and hard work.



Packed lunches go down a treat!

During July/August we offered free school packed lunches to any primary aged child. Oxclose Church, St. George's Church, MIND, and the Galleries all took part and we averaged 160 meals a week plus lots of activity packs and other goodies which were being donated by the public. During October week we decided that if children needed a meal then possibly their parents needed one too. We provided 80 adult meals and 216 for children from St. George's and the Galleries.

This continued over the Christmas Holiday with 272 meals given out in the eight days of opening. The vicar's wife from St. George's wanted to continue the provision for older children and with WCFP's support provided 103 hot toasted sandwiches during the first week in January and is continuing to offer a hot sandwich or a baked potato along with fruit, biscuits, crisps and a drink which makes up a packed lunch and the numbers are growing every day.

The client base has changed during this year. We are now getting many more families and new clients who are suffering due to reduced income because of COVID. We collect daily from M&S and Greggs, therefore, our clients leave with much more than a food parcel, very often they get flowers from M&S which is a real treat for many who would not be able to spend money on such a luxury.

There were fewer Harvest Festivals this year but we thank those schools which did contribute to our stock levels. This year the community and local stores have really upped their contributions. We have had so many donations of goods and cash that we are in a very good position both financially and stock-wise to meet any reasonable increase which may arise.



Bede Gaming- one of our biggest supporters in 2020

Before Christmas we contacted all local schools, churches and Gentoos, asking if they knew of anyone who would benefit from a one-off Christmas Surprise Parcel. We gave out over two hundred parcels, included in each was a leaflet asking people to come into the Galleries on



Xmas Eve parcels of fresh meat, fruit, veg and baked goods.

Tuesday or Wednesday morning before the foodbank opens and talk to Sue. We need to get the message out that you do not have to be unemployed or homeless to use our services. WCFP are there for anyone who is suffering a temporary loss or reduction in income. This seems to have had an effect and people who would 'never use a foodbank' are now coming in and asking for advice and help.

The Christmas Give Away was a huge success – read about that in the Treasurer's report. The Christmas Eve delivery of fresh food went very well. Our thanks go again to Oxclose Church for allowing us to use the Church and car park to sort out all the deliveries. We delivered a joint of meat, and more fruit, veg and extras than a person could carry to over 70 houses after the shops closed on Christmas Eve.

There are no words to express my thanks to the volunteers. The Chair and myself have been in lockdown since March and I foolishly imagined that without us things would soon begin to fall apart!! I couldn't have been more wrong. The Project Manager, Carol, the Front of House Lead, Sue and the Treasurer, Michelle took over and with the help of some fantastic volunteers everything has progressed well. I think they are using the bubble system to keep me out! They are managing very well without me.

I have got my appointment letter so their time is running out.

2020 Statistics

1) Reason for need:

This information is dependent upon the referral agency ticking the appropriate box(es) as to the reason for the referral

Benefit	155	33.05%
Bereavement	4	0.85%
Change in Circumstance	23	4.90%
COVID	53	11.30%
Debt	80	17.06%
Delay in Wages	8	1.71%
Fleeing Domestic Violence	20	4.26%
Homeless	12	2.56%
Low Income	63	13.43%
One-off loss	28	5.97%
Sanctioned benefit	5	1.07%
Sickness	18	3.84%
TOTAL	469	100.00%

2) Year on year table:

	2019 clients	2019 parcels	2020 clients	2020 parcels
Jan	367	185	321	139
Feb	299	156	309	161
March	287	152	335	153
April	354	185	293	123
May	307	174	123	73
June	267	161	167	89
July	358	174	200	85
Aug	351	175	182	81
Sept	314	167	238	93
Oct	355	182	199	86
Nov	337	155	224	103
Dec	317	141	464	185

During the early part of the COVID lockdown, from April onwards, food became more available from other sources to assist the population and along with the withdrawal by St Michael's and the closure of other of our outlets the take up of parcels issued by WCFP was reduced to approximately half.

3) Average number of people supported by a parcel:

	2020	2019
Jan	2.31	1.98
Feb	1.92	1.92
March	2.19	1.89
April	2.38	1.91
May	1.68	1.76
June	1.88	1.66
July	2.35	2.06
Aug	2.25	2.01
Sept	2.56	1.88
Oct	2.29	1.95
Nov	2.19	2.17
Dec	2.53	2.25

The trend towards bigger families is clearly highlighted

4) Number of people in household:

There has been a significant increase in the number of 4 person families.

Year	2020	2019	2018
1 person	48.33%	53.88%	57.25%
2 person	18.41%	20.61%	15.51%
3 person	12.97%	11.21%	13.55%
4 person	11.09%	7.65%	9.43%
5 person	6.49%	6.65%	3.98%
6 person	2.30%		
8 person	0.42%		

5) Number of visits:

	% in 2020	% in 2019
One parcel only in year	41.18%	31.87%
Two parcels in year	18.05%	16.61%
Three parcels in year	14.20%	12.66%
Four Parcels in year	8.52%	9.35%
Five parcels in year	5.07%	6.90%
Six Parcels in year	4.87%	5.25%
Seven parcels in year	3.04%	3.35%
Eight parcels in year	1.01%	2.60%
Nine parcels in year	1.01%	2.05%
Ten parcels in year	1.01%	1.70%
Eleven parcels in year	0.20%	1.20%
Twelve parcels in year	0.41%	
Thirteen parcels in year	0.20%	
Sixteen parcels in year	1.22%	

The number of people making only one, two or three visits per year to the foodbank is *increasing*, however the number making several visits per year are *decreasing*.

6) Areas in which WCFP support has been received:

Wards	Referrals	Villages
East	70	Barmston/Fatfield/Harraton
North	158	Usworth/Concord/Sulgrave
West	53	Donwell/Springwell/Albany/Blackfell
Central	79	Washington Village/Town Centre/ Glebe/Columbia/Biddick
South	65	Oxclose/Lambton/Ayton/Rickleton
St Chads	1	
Copt Hill	2	
Shiney Row	5	
Houghton	5	
Hetton	1	
Gateshead	1	
Homeless /Unknown	13	

7) Age range of family units:

Single person	unknown	9
	18-25	17
	26-50	129
	25-64	5
	50-69	68
	Over 70	8
2-person family	unknown	4
	1 adult , 1 child	40
	2 adults	44
3-person family	unknown	1
	2 children 1 adult	22
	1 child 2 adults	31
	3 adults	9
4-person family	unknown	2
	3 children 1 adult	26
	2 children 2 adults	24
	1 child 3 adults	4
5-person family	4 children 1 adult	13
	3 children 2 adults	17
	1 child 4 adults	1
6-person family	5 children 1 adult	4
	4 children 2 adults	9

Team Reports



Report from Front of House Lead/Deputy Project Administrator

by Susan Laws

This year has been very eventful for all volunteers in front of house, who have shown their continued commitment to WCFP. Throughout the year we have faced many challenges, but I'm proud to say our volunteers have risen to these challenges with patience, understanding and good humour.

I would like to thank everyone for their commitment to provide support, advice, and food parcels to those who have needed us throughout the year.



Preparing fresh food hampers for families on Xmas Eve

The packed lunch scheme has been a resounding success and, as usual, we helped to make Christmas that bit more special for many Washington folk and families.

The sheer volume of donations (both monetary and foodstuffs) that has come through our doors over the last year, is a testament to the high regard that WCFP has in

Washington and the surrounding areas.

I am proud to be part of, not only the front of house team in WCFP, but the whole of WCFP who have worked together to provide an exemplary service in this most difficult year.



One of several 'Leave-a-tin' collections organised by Washington residents



Treasurer's Report

by Michelle Natton

I started my 2019 team report with '*It's been quite a year*' Well, 2020 has definitely topped that!

I would like to thank our volunteers, who have been truly incredible. They have approached every challenge (and there have been many) with determination, professionalism and amazing resilience. Their dedication enabled our project to operate throughout the lockdowns, provide free packed lunches and activities to children and their families and ensure the magic of Christmas, reached many in our community.

I would like to extend my gratitude to the management team, at The Galleries, who allowed us to use a vacant unit to distribute toys, books, gifts and Christmas treats, to our clients in December. In previous years, this happened alongside the surplus food giveaway, on

Christmas Eve. As a team, we had already discussed the possibility of distributing gifts earlier, ensuring some certainty for our clients. However, due to COVID 19 restrictions, our Christmas Eve event had to change, and our gift giveaway became a separate event.

The generosity of our local community was phenomenal. The donations from individuals, families, neighbours, resident's group, schools and local businesses, guaranteed lots of Christmas happiness for over 80 families, and really it did spread Christmas joy. One client, whose husband had lost his job due to the COVID situation, commented that they were only just managing, and the prospect of Christmas was filling her with dread. She cried with relief when she saw the toys and gifts and said it would totally change Christmas for their family. Our clients were overwhelmed and wanted me to pass on their thanks, to those who donated. *Well done Washington!*



Toys and games collected via our Reverse Advent Calendar



Washington Rotary Club give £200 to help us buy Xmas gifts for teenagers

The generosity of the local community was not restricted to Christmas. This unprecedented situation has led to an exceptional response in donations, both of food and financial support. People have reacted with such kindness and thought so compassionately about those less fortunate. It has been both heart-warming and humbling to witness. Unfortunately, the full economic impact of the pandemic is yet to peak and regrettably, will be felt for many years. The financial donations we have received this year, will cover our running costs for the foreseeable future, thus ensuring the service can continue to provide support, for many years to come.



Social Media/Online Editor's Report **by Cat Spellman**

Social media and the online space have been both lively and a valuable tool for WCFP in the past 12 months. Online channels, mainly Facebook, have allowed us to keep our clients and donors informed of the changes going on both organisationally and in response to the pandemic. This includes the usual information such as the stock that we require, but this year also news of opening times, closures across any of the sites, updated safety protocols to be aware of, and also of the various different support schemes we have had running throughout the year such as the packed lunch scheme.



Packed lunches available throughout the holidays to all school children

This year using social media, WCFP reached out to the community as a reminder that we are here to support everyone who needs it. We are aware that there are still people who may not think our support is applicable or accessible to them, but we hope that our active online presence has raised awareness to new clients. In this way, in what has been a particularly different year for everyone we have supported a varied demographic.

The response to our school packed lunch scheme exceeded our expectations. Our post was recognised by both The Sunderland Echo and The Chronicle - both showcasing the work we do but also reaching more of the community of Washington and especially those that need us.



New Front-of-house Volunteer's Report
by Denise Rand

During the last year there have been a few changes so that the personal contact with the service users has not been possible. No sitting down with a cup of tea to reassure those who are upset at having to come to a food bank but we have managed.

I have been amazed this year at the kindness of people, the number of people who want to help, it's so gratifying. The Christmas donations from M&S, Lidl and Aldi shocked me. I couldn't believe how generous they were.

My Friday bubble has me with Maggie and Mary, we are all crafters (I think this was well planned by Marjorie) and we get on so well together.

One thing that has surprised me recently has been the number of homeless people coming in. They have no referrals and usually come in for a sandwich or take some of the 'randoms' (assorted items that we don't routinely put into parcels). I didn't think Washington had a homeless problem, and maybe it didn't in years gone by, but it certainly does now and apparently there are no hostels in Washington so they would have to try and get to Sunderland to find a roof for the night. As a result, they are sleeping under bridges and in subways. Although these people need a food bank so badly, they can't take much as they have nowhere to store or even cook the food so we're very limited in what we can give them.

I'm hoping that very soon the pandemic will be over the lockdown eased and we can have our little seating area back and be able to have a cup of tea and actually socialise a little with the service users.

Bring it on!!



Christmas goodies from our friends at Iceland



New Volunteer's Report

by Judith Petherick

I began volunteering with WCFP in January 2020, having taken early retirement from my NHS nursing role. I was aware of the project through my church, Holy Trinity Washington, who have a longstanding supportive relationship with it.

I joined WCFP at an exciting time in their history, having just moved into a unit at The Galleries with the intention of not simply being a food bank, but also offering community resources and space. Plans were made to offer refreshments and space and time for social interaction, a craft group began to meet, and other activities were in the pipeline to compliment the work already being carried out.



Our fantastic Friday Craft Club, pre-COVID

Then coronavirus happened and along with it, a whole raft of challenges. The Galleries unit closed very temporarily and food bank operations were transferred to Oxclose Church to meet the continuing and indeed increasing demand from our community. We were able to return to The Galleries in June 2020 and have continued our work from there ever since, although purely as a food bank and welfare rights advice service. We have also offered a packed lunch scheme to support families when their children have had long gaps in their education,

and we continue to do so. Measures to keep our clients and ourselves safe have temporarily suspended our plans for a more social space but this will resume when it is safe to do so.

It has been far from a normal introduction to a volunteer role with WCFP but I have been struck by how totally committed to offering the best possible service to our clients the whole team have been. Some have continued 'on the front line' as it were, while others have been forced to take a more 'hands off' role due to their own health circumstances, and have been beavering away in the background. My own role was initially 'front of house' but I now do some collecting and sorting of donations (drivers are really useful!) and preparing food parcels. The generosity of our local community has been staggering throughout. There is a real recognition of need and a desire to help in any way possible. It is humbling to see.



Collecting donations from Bombay Barn

I feel privileged to be able to play a part in the work of WCFP. It has been a real eye opener for me and shattered some of the misconceptions I suspect many people have of who food banks can support and the myriad reasons why people need to use them. I have met some incredible colleagues and clients from so many backgrounds. I suspect the need for our services will increase in the coming months as the economic uncertainties and challenges related to coronavirus continue to affect more and more people. I am certain our community will rise to the challenge.

The Way Forward

Until life returns to near normal, we will continue to meet the ever-increasing demands of the communities of Washington and Springwell.

As soon as we can we will reopen 'The Meeting Place' community drop-in and resume our planned programme of events. We have money ring fenced to buy the computers and equipment we need and we have the enthusiasm and commitment to make it a success - all we need now is the vaccine.

Let's pray that 2021 is a better year for everyone, that resources are more evenly distributed throughout the community and that the spirit of sharing and support that we have seen at WCFP continues to grow and help make Washington a fairer and happier place to live



-Thank you all for your support in 2020-



WCFP

Washington Community Food Project

Charity number 1156409



**You can help us to help others.
Please donate any tinned or packet food.
No fresh food.**

Contact us at:

Unit O, The Galleries, Washington, NE38 7SD

07450766226

Washingtoncfp@gmail.com



Washington Community Food Project

wcfp.org.uk

