

Clerks Report: Broadclyst Food Bank

Report to: Broadclyst Parish Council

Date of Meeting: 6th July 2020

Agenda item: 20/088ii

Executive Summary:

Broadclyst Parish Council has been working with 'Exeter Food Bank', Exeter Food Action', and 'Cranbrook Grow, Eat, Do' to provide food, supplies, and meals to residents in food poverty during the Covid-19 pandemic.

This report outlines anticipated needs of the Broadclyst Parish community as the country recovers from the crisis, looking at long-term / ongoing arrangements to support those in food poverty.

Introduction:

This report is intended to provide Members a short summary of the local and national context around food banks and how they operate; alongside a summary of recent academic and policy research around why people are referred to and utilise food banks today.

The Trussell Trust is the largest food bank network both in the UK and within Devon. Devon County Council produced a report in November 2019 entitled 'Food Banks and their use in Devon', data from which, along with data from Exeter Food Bank and feedback from Broadclyst Parish residents has also been considered in this report. The research and local experiences of these organisations is far greater than ours, and I respectfully acknowledge their work and findings that have enabled and supported the Broadclyst Food Bank.

Background

On 31 December 2019, Chinese authorities notified the World Health Organization (WHO) of an outbreak of pneumonia in Wuhan City, which was later classified as a new disease: COVID-19.

On 30 January 2020, the World Health Organisation (WHO) declared the outbreak of Covid-19 a "Public Health Emergency of International Concern". On 11 March 2020 the WHO categorized the outbreak as a pandemic, subsequently stating on 14 March 2020 that Europe is now the centre of the pandemic. UK Chief Medical Officers raised the risk to the UK as high as of 12th March.

On 10 February, the Secretary of State for Health and Social Care, Matt Hancock, announced [strengthened legal powers to protect public health](#). [The Health Protection \(Coronavirus\) Regulations 2020](#) were put in place to reduce the risk of further human-to-human transmission in this country by keeping individuals in isolation where public health professionals believe there is a reasonable risk an individual may have the virus.

On 3 March 2020, the Government published its response plan to the virus which consisted of four phases:

- **Contain:** detect early cases, follow up close contacts, and prevent the disease taking hold in this country for as long as is reasonably possible (This includes individuals at risk of carrying the virus being asked by NHS111 to self-isolate for 14 days. Those testing positive are placed in quarantine (either under appropriate medical care or at home) and are required to undergo further testing with two negative results before being released from quarantine.
- **Delay:** slow the spread in this country, if it does take hold, lowering the peak impact and pushing it away from the winter season. This may involve social distancing measures including closure of schools and cancellation of public events.
- **Research:** better understand the virus and the actions that will lessen its effect on the UK population; innovate responses including diagnostics, drugs and vaccines; use the evidence to inform the development of the most effective models of care
- **Mitigate:** provide the best care possible for people who become ill, support hospitals to maintain

essential services and ensure ongoing support for people ill in the community to minimise the overall impact of the disease on society, public services and on the economy

On 12 March the Government announced that it was moving from containment phase into delay, issuing new advice around self-isolation for anyone who showed symptoms.

On 23 March, the UK was put into lockdown as Boris Johnson announced that all UK residents must stay at home to protect the NHS. Reasons for leaving home were given as:

- Shopping for basic necessities
- One form of exercise a day - either alone or with members of your household
- Medical need or to provide care help vulnerable person
- Travel to work - but only if necessary and you cannot work from home

Broadclyst Parish Council's Response

On 17 March 2020, Broadclyst Parish Council's Finance Committee met and recognised that no meetings would take place before 27.04.2020 and noted that its Scheme of Delegation and Financial Regulations enabled the Clerk to carry out all statutory function and operational duties.

RESPONSE A: COMMUNITY SUPPORT SCHEME

A volunteer support scheme was set up on 19th March 2020 to link self-isolating residents without existing family/friend support networks to local volunteers. The council website added a dedicated page for information and advice <https://www.broadclyst.org/community/coronavirus> as well as online forms to register as a volunteer or submit a request for help.

This was set up with leaflets delivered by volunteers through every door in the parish and a plea on social media. The response was over whelming with over 110 volunteers signing up to help vulnerable people in the difficult time. Volunteers were called up once a request for help was received and were "buddied-up" with residents according to location.

The Community Support Scheme recognised that people would not be able to function as they would normally and that their usual support networks may become suddenly unavailable. The Scheme offered residents support with:

Shopping:

The Community Support Scheme collaborated with the Broadclyst Village Post Office and Stores to make sure everyone had access to the essentials they need. Where larger shops were needed, volunteers visited supermarkets.

Medicines:

The Community Support Scheme collaborated with the Pinhoe & Broadclyst and Silverton Doctors Surgeries, and Cranbrook Pharmacy to utilise volunteers to collect and deliver prescription medicines to those self-isolating across the parish. A letter of thanks was received on 9 June 2020 from Pinhoe and Broadclyst Surgery for the "speed at which [we] geared up to offer practical help", recording thanks for "handling requests in a proactive and sensitive manner".

Laundry:

It came to our attention that laundry services were ceased at lockdown, leaving residents with no way to wash clothing or bedding. Volunteers took laundry to launderettes and their own homes to help support these residents.

Emotional support:

As lockdown progressed, people came forward to seek a friendly ear. People reported feeling that they could no longer cope with lockdown and pressures of not having their usual support networks (friends/family), as

well as worries about money, work, and health. Regular phone calls with additional resources suggested and signposted where appropriate have been taking place, with frequency dictated by the requestor.

Safeguarding:

Broadclyst Parish Council is a registered organisation that can submit its own DBS checks, speeding-up the process of matching volunteers to those needing help. DBS checks are processed in 24-48 hours rather than the usual 1-2 week wait when using a 3rd party organisation.

Insurance:

All activities were risk assessed, with proposals and RA's being accepted by the Council's Insurers prior to any activities commencing.

The Community Support Scheme was initially set-up to be primarily for the vulnerable groups of people who were advised to self-isolate for 12 weeks. However, it has evolved into a much broader scheme, with:

- signposting to self-help, online, and professional resources;
- working links with support and social workers to check the welfare of vulnerable and at-risk residents;
- referrals to further practical help (i.e. The Broadclyst Fund, EDDC business grants).

The Scheme continues to support over 30 households (as at 30.06.2020)

RESPONSE B: FOOD BANK

Soon after lockdown, it became apparent that there were families beginning to experience food poverty in the parish. Following a conversation and agreement with Exeter Food Bank (EFB), a satellite Food Bank was set-up at the Broadclyst Pavilions, with the first deliveries being made to households in April.

Food banks generally operate on a model of providing emergency supplies for a household able to sustain a three-day period only (typical individual box below left; family bag below right), following a referral from a third party.



Whilst food banks operate in different ways, some do not support more than three referrals per household in a calendar year. However, EFB has confirmed that all such restrictions have been removed. Exeter Food Bank remains the largest in Devon distributing around two tonnes of food each week. Donations via supermarkets remain the key source of food and supplies, with over 2 tonnes of food donated regularly. The food bank has over 200 volunteers.

Evidence of Need

The Primary School helped collect data that evidenced need for a Food Bank in Broadclyst Parish. Some households also self-referred directly to the Broadclyst Food Bank, with other households in the parish being referred by EDDC's Coronavirus Hub.

Food Provision Partners

We are lucky to have secured working agreements with 3 main providers of food: Exeter Food Bank, Exeter Food Action, and Cranbrook Grow, Eat, Do.

Exeter Food Bank food parcels contain long-life dry goods from which basic meals can be prepared. They include pasta/rice/noodles, tinned pulses, pasta sauce, soup, biscuits, tea, coffee, sugar, cereal, tinned meat/fish, tinned/pre-packed pudding. Issued at one box per person, families receive an additional bags that includes cereal, squash, UHT milk, additional pasta/rice/noodles, tinned pulses, pasta sauces.

The Food Bank also provides nappies, wet wipes, toilet roll, toiletries, and feminine hygiene products (as available). We use grant funding to maintain a stock of other basic essential items such as cleaning and laundry products, as well as buying specific size nappies and sanitary products.



Exeter Food Action: fresh fruit and vegetables, prepared salads, eggs. These are donated by supermarkets and other outlets such as Darts Farm. There are also frozen pasta sauces, soups, bread, and (limited quantities) of meat.



Cranbrook 'Grow, Eat, Do' is a great local initiative that we have been able to tap in to. Food is prepared by volunteer families who are learning to cook. Provision includes ready meals, pasta bakes, soups, and casseroles. These meals are especially important to our clients who would normally use a meals service or rely on a care worker / family member cooking for them.



Distribution

Our volunteer collects the boxes from Exeter Food Bank on a Wednesday afternoon. This was done initially with the volunteer's own small van but as demand increased, the parish truck is used. At the time of writing this report, the weekly order is for around 30 households.



At the Pavilions, another volunteer prepare 'orders', adding in additional items such as toilet rolls, laundry and cleaning products, toiletries, nappies, wet wipes etc.

Orders are distributed by a volunteer on Wednesday afternoon (Broadclyst and rural areas) and Thursday morning (Westclyst).



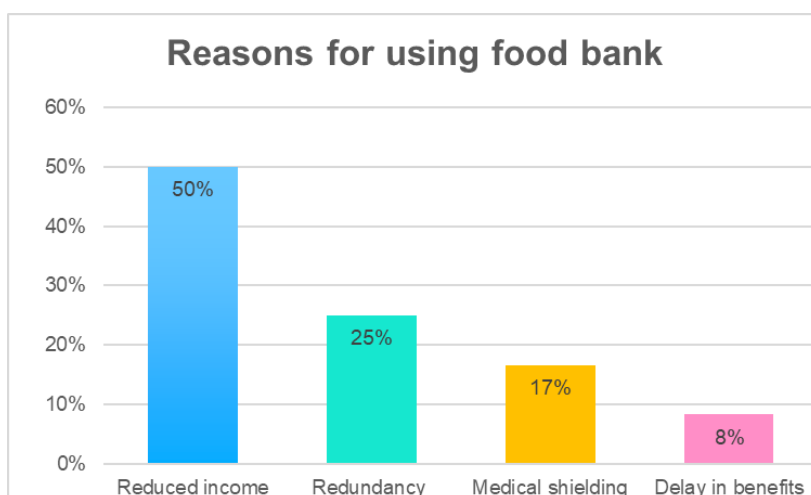
Usage

We have been running the satellite food bank for 10 weeks, delivering food and essential supplies to households across the parish. We have noted that there is no such thing as the 'typical' household, with people finding themselves in food poverty for a wide variety of reasons including changes in personal circumstances; furloughed wages not being enough to meet household bills; and delays processing Universal Credit changes.

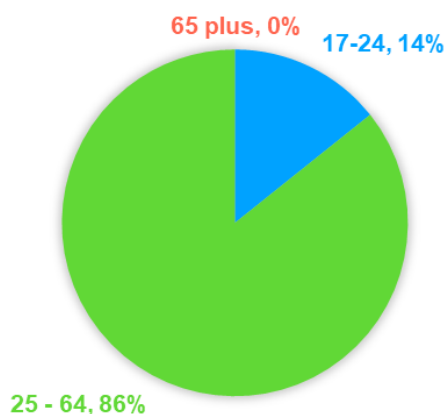
Our findings are in line with statistics¹ released by the Trussell Trust for April 2020, which found 47.6% of people using food banks were referred due to their low income. (Trussell Trust, 2020)

We were initially expecting demand from the older sector of the community, however we soon realised that whilst they did indeed need practical support through the Community Support Scheme, their incomes/outgoings had not been impacted by the Covid-19 pandemic.

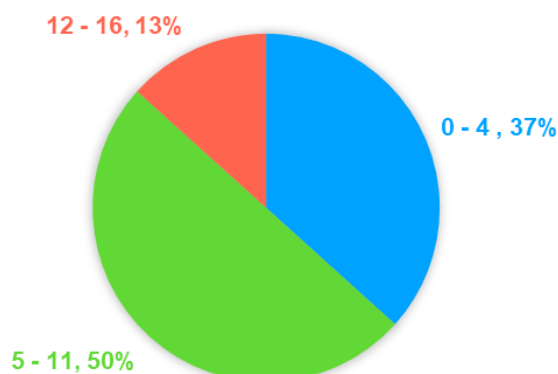
The current age breakdown of adults and children is shown below.



AGE BREAKDOWN OF ADULTS



AGE BREAKDOWN OF CHILDREN



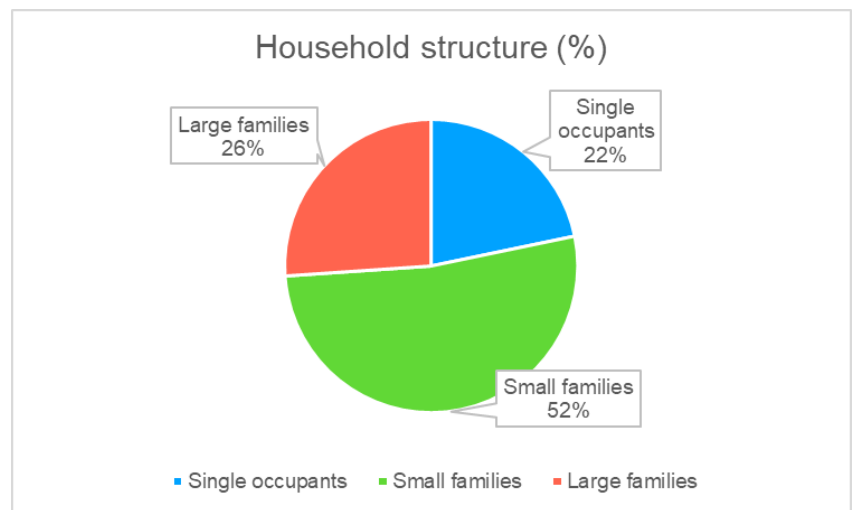
1 Summary findings on the impact of the Covid-19 crisis on food banks, June 2020. Trussell Trust.

Household Structure

The chart to the right shows the household structure of clients.

A small family has up to 3 individuals, with 4+ persons being a large family.

Our data shows that 78% of households being supported by the Broadclyst Food Bank have children under the age of 16.

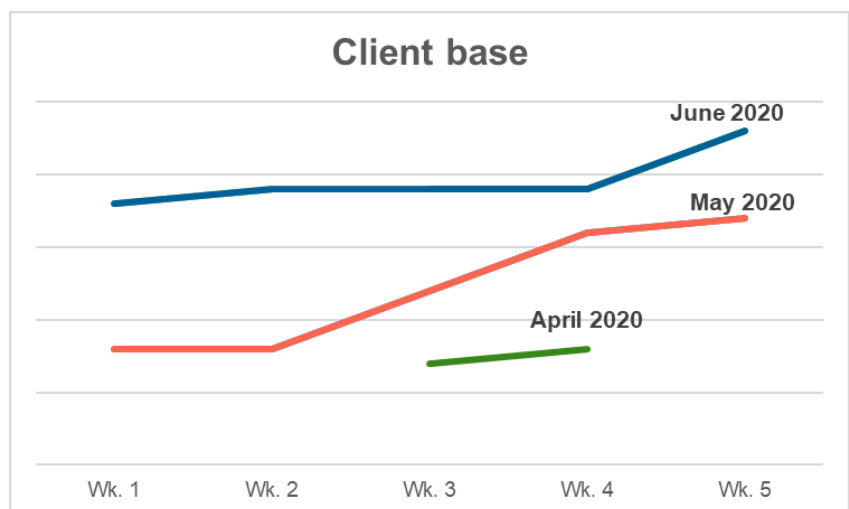


Client base

During the first six weeks the client base changed regularly, with people entering and dropping out each week. By the end of May we entered a settled period where we were supporting the same number of households each week.

However as time has moved on, we are starting to see our first new applicants to the Food Bank through redundancy.

At the time of writing this report, we have processed requests for support from 4 new clients in 4 days, all of whom have been made redundant. We do not know how long they will be with us before they find alternative employment, however we do anticipate this is likely to grow over the next few months as government support for furlough decreases.



Grant funding

Broadclyst Parish Council secured grant funding from Devon County Council (£495) and East Devon District Council (£2,477) to purchase additional items to support EFB's work, recognising that Exeter Food Bank is under unprecedented demand.

Summary of analysis

Without having the resources or scope to carry out extensive analysis, it seems reasonable to conclude that:

1. The Food Bank has been instrumental in supporting residents across the parish during the Covid-19 pandemic and associated impact on households;
2. Variables such as age, household structure, and location do not demonstrate any emerging patterns;
3. It seems that the only common factor amongst food bank clients is that they are in food poverty due to changes in their circumstances as a result of the Covid-19 pandemic;
4. As various factors combine, including changes to employers support packages and an anticipated restructuring of company workforces, it seems reasonable to conclude that more people will find themselves in food poverty over the forthcoming months.

Decisions

The Sports Pavilions has been the initial home of the Broadclyst satellite hub of the Exeter Food Bank, however this cannot become its permanent base, or certainly not at the moment. Long term plans for the Sports Pavilions may change this, but that's not going to happen before the end of July 2020.

Following further relaxation of restrictions around community halls from 4th July, the current plan is to bring the building back into public use for 1st September, so allowing a week for a deep clean, a fortnight for decoration and a week contingency time we need to have the Food Bank out of there by the end of July 2020.

The Council therefore has the following decisions to make:

- Whether to continue or stop the Broadclyst Food Bank satellite hub;
- If it stops, how will current clients be supported;
- If it doesn't stop at the end of July, how can it be continued?

The statistics and evidence of need (we have issued over 110 vouchers—1 voucher per household, regardless of occupancy—at the time of writing this report) supports the continuation of the Broadclyst satellite hub of the Exeter Food Bank for the immediate future. There is a danger that vulnerable clients will not be able to access vital supplies, or that by doing so compromises their health or incurs additional expense (i.e. one client used to catch a bus to the Food Bank and then have to pay for a taxi back to the parish as it was not possible to carry supplies and deal with small children on the bus).

Presuming the Council resolves to continue provision, the next section of this report considers options for locating the food bank in the short-term whilst longer term need can be evaluated. The following images give an idea of the size area current level of usage needs (2 x four foot freezers, 2 x standard under counter fridges, stock storage areas, space to 'pick and pack' orders).



Existing premises

The Council owns the Sports Pavilions and Clyst Room, leases an office, and rents a garage.

Sports Pavilions: needs to be brought back into use / made ready for use. The loss of income from Covid-19 will impact the Council's 2020/21 budget.

Clyst Room and garage: they are both too small. We did measure up and look at shelving out the Clyst room, but even if we did that there is neither room nor power supply for the fridges/freezers. There is also the matter of where to put the equipment that is currently houses in each premises.

Office: the size and layout of the office does not lend itself to creating an area for a food bank.

For the reasons outlined above, the use of existing premises is not recommended.

Alternative premises

There is a small office unit available in the same block as the Council's office (in fact it is our original downstairs office). We know the rent to be c.£5,000 for this unit plus management charge plus business rates. The landlord would also want a 5-year lease on the unit.

Having done some research with a local commercial property agent, it seems all available small office units are of a similar price and length of tenure.

To rent an office unit is costly and comes with long-term commitment, therefore not recommended.

Temporary unit

The use of a temporary unit sited on a location near Broadclyst has also been considered. The unit shown below is an example of one that is available. It is an ex-site office measuring 32 ft by 10 ft, fully insulated, vandal-proof and comes with wiring for lights, heat, and sockets. It has a sink and water heater at one end, and is otherwise open plan to arrange racking and fridges/freezers as best suits the space.



The unit can be purchased outright at £4,250 or rented at £38 per week, minimum four weeks hire. Delivery is £350, collection at end of hire period is also £350. All prices exclude VAT.

If purchased, the vendor will buy it back at the end of the time we need it; he has advised that the threshold for hire as opposed to purchase is approximately 14 months for a unit of this value/spec.

Obviously there is no allocation for Food Bank costs in the council's 2020/21 budget; the cost to rent from 3 August to 31 March 2021 (35 weeks) would be £1,330. Having looked the ear-marked reserves, as per the Finance Committee's resolution, £3,085 is currently held for bowls green seeds/fertiliser and £2,200 for bowls green maintenance.



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Operational costs

At the time of writing this report there are only two months' figures and usage on which to base calculations (May and June). Food Bank associated costs to date have been £1,095.46 including volunteer mileage, roughly £550 per month. Full costings are appended to this report. The Food Bank is largely run by a combination of volunteers, with Officer time to oversee and coordinate no more than a couple of hours each week. As our volunteer-base changes we will recruit new volunteers to minimise staff costs.

Grant funding

The weekly food boxes from EFB and additional family packs contain staple goods from which to make basic meals; however, we noticed quite early on that availability of specifics was limited—for example specific size nappies were not always available—and this created issues for those in food poverty who had been relying on us providing such items.

Broadclyst Parish Council secured grant funding from Devon County Council (£495) and East Devon District Council (£2,477) to purchase additional items to support EFB's unprecedented demand on their work at this time including: nappies, wet wipes, laundry items, cleaning products, toiletries, and feminine hygiene products. This has ensured our residents have a basic items they need for every day life in food poverty.

The Broadclyst Fund passed on the urgent need for milk for children in food poverty and so we have also used funding to 'top-up' the one free carton of milk that comes in family food parcels. We are exploring ways to link with a provider of fresh milk.

Future costs

At the time of writing, the remainder of the grant will provide for at least 2 if not 3 more months at the current demand. We do not know for how long EDDC will run this grant; if it is still open, we can apply again in August. It is hoped that further grant funding will be available; if we are unsuccessful in obtaining further grant money then we will need to look at if and how we continue to fund these basic items.

Conclusion and Recommendations:

The country is still very much in a state of emergency and uncertainty. As support for employers is coming to an end, companies are looking very closely at their orders and workforce, inevitably resulting in restructuring and redundancies.

The risk of a second lockdown remains high, with areas of the country seeing localised lockdowns as their R-rate has increased (i.e. Leicester).

- That the Council continues its Community Support Scheme for those residents who continue to be in need;
- That the Council relocates the Broadclyst Food Bank Satellite Hub on a short-term basis to a mobile unit;
- That demand is monitored and its need reviewed prior to budget-setting in the autumn;
- That the Finance Committee be asked to identify areas of the Council's budget from where funding could be found for additional items (i.e. unbudgeted income from the Clerk's external support work).

This concludes my report to Council.

Angie Hurren

Broadclyst Parish Clerk, 30.06.2020



APPENDIX A: breakdown of Grant spend May and June 2020

Covid-19 detailed spend May 2020

Amazon Food Bank 26.05.2020

Item	Unit price	Qty	Total	Gross	VAT to reclaim
nappies (monthly pack)					
Nappies size 1	£9.89	2	£19.78		£0.00
Nappies size 4	£19.22	3	£57.66		£0.00
Nappies size 5+	£16.12	5	£80.60		£0.00
Nappies size 7	£18.35	2	£36.70		£0.00
Pull ups size 5	£12.15	2	£24.30		£0.00
Wet wipes (18 pack)	£11.96	2	£23.92		£2.10
Tenna normal pads	£19.99	1	£19.99	£262.95	£3.30

Amazon PPE 26.05.2020

Hand sanitiser (5 litre)	£49.99	2	£99.98		£16.66
Refillable 500ml bottles (3 pack)	£13.48	1	£13.48		£2.25
Refillable 50ml bottles (10 pack)	£16.95	1	£16.95		£2.83
Antiviral Disinfectant	£7.84	6	£47.04		£7.84
Face masks (20 pack)	£5.78	5	£28.90		£4.82
Hand towels (6 pack)	£14.99	1	£14.99		£2.50
Disposable aprons (100 pack)	£17.99	2	£35.98		£6.00
Disposable gloves (100 pack)	£17.98	2	£35.96	£293.28	£6.00

Tesco food bank shop 23.05.2020

£65.02 £13.00

£621.25 £553.95 £67.30

gross net vat

Net spend in May 2020

£553.95

Tesco 26.05.2020 detail

bodyform day pads super	£1.42	6	£8.52
always night pads	£1.90	4	£7.60
hair conditioner	£1.00	8	£8.00
hair conditioner	£0.80	2	£1.60
deodorant (mens)	£1.40	2	£2.80
tissues	£0.75	6	£4.50
kitchen towel	£0.91	6	£5.46
baby wash	£1.00	1	£1.00
baby shampoo	£1.00	1	£1.00
bleach	£0.39	3	£1.17
cleaning spray	£0.80	3	£2.40
fabric conditioner	£1.35	5	£6.75
washing powder	£2.50	5	£12.50
washing up liquid	£0.41	2	£0.82
anti bac w/up liquid	£0.80	3	£2.40

Gross spend £66.52

Multibuy discount -£1.50

VAT Tesco -£13.00

Net £52.02

Covid-19 detailed spend June 2020

Amazon Food Bank June 2020

Item	Unit price	Qty	Total	VAT to reclaim	
nappies (monthly pack)					
Nappies size 4	£16.18	3	£48.55		£0.00
Nappies size 5+	£15.53	5	£77.64		£0.00
Nappies size 7	£15.45	2	£30.90		£0.00
Pull ups size 5	£10.87	2	£21.74		£0.00
Wet wipes (18 pack)	£8.92	2	£17.84		£3.56
Tenna normal pads	£19.99	0	£0.00		£0.00
Flash bleach spray	£12.50	1	£12.50	£209.17	£2.50

Amazon Packaging June 2020

Paper bags small	£5.00	1	£5.00		£1.00
Paper bags large	£5.17	1	£5.17		£1.03
Paper bags XX large	£7.17	1	£7.17		£1.43
Paper bags (Makro)	£10.30	1	£10.30		£0.00
Shipping	£2.91	1	£2.91	£30.55	£0.59

Tesco Food Bank top-up June 2020

Tesco food bank shop 29.05.2020	£70.78		
Tesco food bank shop 10.06.2020	£71.98		
Tesco food bank shop 19.06.2020	£74.65	£235.41	£36.91
Tesco food bank shop 23.06.2020	£18.00		
	£475.13	£428.11	£47.02
	gross	net	vat

Spend to date (net)

Opening balance of grant	£2,477.00
May-20	£553.95
Jun-20	£428.11
Vol mileage April, May, June	£113.40
Balance c/f for July	£1,381.54

Food Bank Tesco shop detail (June 2020)

Item	Qty			Unit price	Gross	Net	VAT 20.00%
	29.05.2020	10.06.2020	19.06.2020				
Laundry powder	8	5	6	£2.50	£47.50	£39.58	£7.92
Fabric Conditioner	6	5	6	£1.35	£22.95	£19.13	£3.83
W/up liquid	6	6	6	£0.41	£7.38	£6.15	£1.23
Cleaning spray	3			£0.80	£2.40	£2.00	£0.40
Bleach	3	3	6	£0.39	£4.68	£3.90	£0.78
Tissues	5	4	6	£0.75	£11.25	£9.38	£1.88
Kitchen towel	5			£0.91	£4.55	£3.79	£0.76
Kitchen towel			2	£2.40	£4.80	£4.00	£0.80
UHT blue (6 pack)	1		4	£4.25	£21.25	£17.71	£3.54
UHT green	6			£0.79	£4.74	£3.95	£0.79
Ladies deodorant	2			£1.40	£2.80	£2.33	£0.47
Ladies deodorant		6	6	£1.00	£12.00	£10.00	£2.00
Mens deodorant		6	2	£1.00	£8.00	£6.67	£1.33
Ladies deodorant			3	£0.95	£2.85	£2.38	£0.48
Shampoo		6	7	£0.95	£12.35	£10.29	£2.06
Conditioner		6	7	£0.95	£12.35	£10.29	£2.06
Tampons	2			£1.90	£3.80	£3.17	£0.63
Towels	2			£1.90	£3.80	£3.17	£0.63
Wet wipes		1		£5.70	£5.70	£4.75	£0.95
Toilet roll (9 pack)			5	£1.90	£9.50	£7.92	£1.58
Toilet roll (4 pack)		6		£1.20	£7.20	£6.00	£1.20
Soap		4	4	£1.20	£9.60	£8.00	£1.60
Veg	£8.96	£5.00			£13.96	£13.96	£0.00
					£235.41	£198.50	£36.91