

Welcome to the newsletter of Norwich foodbank. We hope you will find this to be of interest whether our local Christian charity is new to you or you are a regular supporter.

GDPR—What Does it Mean for Us?

Over the last few weeks and months, you have probably had a torrent of emails in respect of the new General Data Protection Regulations—GDPR. As with most organisations (large and small), there are some implications and changes to the data we currently collect and how it is processed in line with both Trussell Trust and our own charity's policies. This includes an immediate alteration of the red vouchers, used by Trussell Trust foodbanks nationally, with two questions being removed and therefore that data no longer being captured. The question of client ethnicity is not relevant to how our service works and has been removed. Also, partly because of the lack of consistent responses and therefore potentially inaccurate data, the employment status of a household has also been removed.

One of the most significant GDPR stipulations is about consent to be contacted and people should now be asked to 'opt in' to mailing lists, rather than having to opt out. With this in mind, if you are receiving this newsletter or any other correspondence from us and would prefer not to, please do let us know (using the details at the bottom of this page) and we will update our records with your preferences. We are grateful to ALL our supporters—volunteers, food donors and financial givers—but want to ensure you are happy with the way we communicate with you.

Norwich foodbank is a local Christian charity that does not affiliate itself with any political party. We are non-judgmental and inclusive, providing assistance to people of all backgrounds, with or without faith, who are found to be in genuine need.

Celebrating our Volunteers

Every year we host an evening to say 'thank you' to our volunteers and reflect on the past year. This year, we enjoyed a meal from local social enterprise The Feed and were delighted with a perfectly-timed gift from Lindt, meaning we could give everyone a box of chocolates!

Project Manager Hannah Worsley gave an informal report of the year and we welcomed Tim Morton—Cromer and District Foodbank manager—who spoke about their work; it was great to consider the similarities and differences.

The evening also gave us an opportunity to say thank you and goodbye to Pat, who stepped down at the end of June—see article below right to meet his successor.

A big thank you from Hannah and the Trustees to ALL our volunteers who give so much to ensure those in need in our community can receive support.



Distribution Centre News

Norwich foodbank's geographical area is served extremely well by 10 strategically placed distribution centres covering the city centre, suburbs including Earlham and Catton and outlying areas Wroxham and Wymondham.

Our Earlham centre has run 2 morning sessions a week since opening in 2016, but due to a lower level of need on one day particularly and other provision within the community, the Wednesday session has now finished; volunteers will continue to run the Monday session.

Wymondham also runs two sessions, but due to a new community café 'Roots' opening within the Baptist Church where foodbank operates, the opening times have been altered to coincide with the café. This has proved popular with clients (and volunteers!) as the café kindly offers a free hot drink to any client accessing foodbank.

In the first 6 months of 2018, **2,046** vouchers were fulfilled at our centres, enabling **4,186** people to be fed.

Donations Update

The following items are those we would be most grateful for, if you can donate please:

Long life sponge puddings

Long life fruit juice

Instant mash

Chocolate / sweets

Cereal bars

We currently have plenty of: **baked beans, pasta, soup, cereal and sanitary ware (towels and tampons).**

We accept any long-life, in-date items but would most appreciate the items in red, given our current food needs.

Thank you!

Introducing: Keith!

'My name is Keith Clapson and I have taken over as the Warehouse Manager. Firstly, I would like to say a very big thank you to Pat Moore for his help during the transition period. Also, I would like to thank the wonderful volunteers who have made me feel so very welcome.

I have just finished working for J Sainsbury's where I held a series of management roles during a thirty-one year career, finishing up at the Great Yarmouth store for the last three years.

I have held roles as Petrol Station manager and Stock Control / Warehouse Manager in Norwich where I spent most of my career since moving to Norfolk in 1989.

I was lucky enough to have spent my early years, from birth, growing up in Chelsea south west London (no need to ask about which football team I support). Working for John Lewis in warehousing and transport during my early career, I lived in Thornton Heath near Croydon before joining Sainsbury's and having the fantastic opportunity to move to Norfolk.

I look forward to meeting many more of you over the next few months, and hopefully years, as we continue together to do the wonderful work that you have all been part of for so long now in supporting the foodbank in Norwich.'



Summer Holiday Fun!

This will be the 5th summer of FISH clubs! We have 7 clubs meeting, including Thorpe Hamlet, Wymondham, Queens Hill, Lakenham, Catton and Earlham. The 7th club is brand new, running for the first time this summer at Russell Street, thanks to St Thomas' church.

We've continued to explore new activity ideas and during the summer, we'll take part in dance workshops, visit a fire station and take a trip to Pensthorpe! Already this year we have visited Norwich Castle (thanks to Norwich museums for free tickets and First for free transport!) and we're planning a visit to Norwich Cathedral in 2019.



Clubs will meet on various days from 25th July til 4th September and we're very grateful to local businesses who have provided volunteer hours at sessions, as well as Tesco and Morrisons who are both providing donations of fresh food towards the meals.

Volunteer Testimony

Roz has volunteered with us for 3 years in and here she explains why:

'I have worked with people with drug / alcohol / mental health problems for over twenty years and was very aware of the vital service that this organisation provides.

I work at the Oak Grove Community Church distribution centre, weekly, and really enjoy the client contact. It is always so humbling to see how desperate and grateful people are to use this service.

I do regular driving jobs and pick up weekly donations from Waitrose at Eaton. The generosity of the general public never ceases to amaze me.

My husband and I cycled from John O Groats to Lands End in May this year to raise money for this excellent cause and so far, have received over £2,500! I love the variety of roles that I undertake and think that the work is so important.'



E-Referral Trial

Towards the end of last year, Trussell Trust launched a new way for agencies to issue vouchers—the e-referral. The idea is to provide more choice to agencies, specifically those who work out in the community (e.g. health visitors and housing officers) who may have access to the internet but not to a printer. When signed up, agencies can issue clients a 'code-only voucher' and distribution centres identified as being able to accept them, log into the database and register that the client has collected their parcel. This is not possible for us at the present time, but the e-referral system does have 'pros' for office-based agencies too as, through their access to the database, they can see how many vouchers their client has already received, prompting a conversation about ongoing need and support. They will also never run out of vouchers as they will issue them as needed!

We will be trialling the e-referral process with Citizens Advice Norwich in the autumn to see how it works from both sides.

Annual Report

Our 2017/18 Annual Report and Accounts have been submitted to Companies House and is available to read and download from our website. If you would like a copy, please get in touch with us; details are at the bottom of the page.

War on Food Waste Continues...

Our partnerships with national food waste charity FareShare and local charity Norwich FoodHub have grown and developed and we are pleased that 7 of our 10 distribution centres—where clients collect their food parcels—now receive a weekly donation of 'fresh waste'. Waste is defined as past its best before date, but still safe to consume and typically our donations include fruit, bread, cakes and vegetables. It's great to be able to give fresh items to complement the food parcels, but also to play a small part in the reduction of food waste.

We have also been offered extra collection dates over the summer, so fresh items can contribute to FISH meals or be given to families to take home.



Visitors to the Warehouse

We have continued to host interested groups and visitors at our warehouse—some who have come for a tour, some who are donors and want to understand how it all works and some who want to 'give back' to their local community and get stuck in with helping us!

For the second time in 6 months, Forester Financial sent a team to us and, this month, they were accompanied by an incredibly generous donation of £2,000 worth of shopping! We were delighted to be given



the task of spending this gift (!) and chose carefully the items we are most in need of (see page 1); this has given us a real boost in terms of stock levels. The team were very helpful in date-sorting all the items that had been donated and we're extremely grateful to them for their donation and their time.

We also welcomed a new group—the 5th Norwich Ansaar Beaver Scouts. Many within this group observe Ramadan and the visit was arranged to think about those in the community who are hungry every day. The group brought a large food donation with them and spent the evening helping us with all sorts of tasks—thank you all!

"Speak up for those who cannot speak for themselves, for the rights of all who are destitute. Speak up and judge fairly; defend the rights of the poor and needy." Proverbs 31:8-9

For more information or to send us details of what you are doing for Norwich foodbank please email us at admin@norwich.foodbank.org.uk or contact us at Norwich foodbank, Henderson Business Centre, 51 Ivy Road, Norwich NR5 8BF; Tel 01603 251733; website: www.norwichfoodbank.co.uk; Charity number 1143528

Norwich foodbank Patrons: **The Right Revd Graham James Bishop of Norwich, Delia Smith CBE & Susan Hill CBE.**