

How-to Guide

This guide offers more detailed information and advice for those who may be interested in adopting or adapting the initiative in their local area.

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Title	Glasgow SE Foodbank.
Organisation	Trussell.
Category	Promising Local Practice
Poverty Impact	Mitigation
Introduction to the Project	
Glasgow SE Foodbank was founded in 2011 and serves the Glasgow Southeast Area, approximately 100,000 people. It distributes emergency food parcels to those in a crisis. Since May 2023, it has provided advice and support on social security, debt, housing and fuel. Ultimately, striving to reduce the number of individuals who need to access the services provided.	

Glasgow SE Foodbank

Initial Idea

Who had the initial idea?			
James Glass, the pastor at Glasgow Elim Church.			
How did the idea for the project come about?			
James Glass spoke to Audrey Flannagan, a member of the church, who set up the Foodbank and financial inclusion project. She managed the Foodbank until she retired in 2024.			
Were plans informed by any published reports / papers / research evidence or practice from elsewhere?			
No			✓
Yes			
Was anyone else involved in developing the initial idea of the project?			
No			
Yes			✓
Audrey Flannagan.			
Were those with lived experience of poverty involved in developing the initial idea of the project?			
No			✓
Yes			
Was funding required to support the development of the initial idea of the project?			
No		Yes	✓

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Please provide details of the funding that was used to support the development of the initial idea of the project.

Which organisation provided funding?	N/A
How much was required?	N/A
What was the specific source of funding? (e.g., particular grant or policy)	Donations from members of the public, including those from Glasgow Elim Church.

Were specific resources – other than funding - needed when developing the initial idea of the project?

No		Yes	✓
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Please provide details of the resources that were required when developing the initial idea of the project.

Staff/Volunteer Time	N/A
Facilities / Workspace	Glasgow Elim Church provided the premises for the Foodbank at the start of the project.
Equipment	N/A
Local Knowledge	N/A
Food and Drink	Food was provided to those in need.

Did any barriers have to be overcome when developing the initial idea of the project?

No	
Yes	✓

Finding enough space and suitable premises to operate out of was a barrier. This was particularly relevant during the pandemic when crowded areas were not suitable. Often, the church hall was being used by the church community.

Did anything in particular enable development of the initial idea of the project?

No	
Yes	✓

The support of the Glasgow Elim Church community was helpful when developing the initial idea.

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How long did it take between having the initial idea and starting the project?
N/A
Who made the decision to introduce the project?
James Glass and Audrey Flannagan.

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Early Development – Pilot Project or Feasibility Study

Was there a pilot project or feasibility study?	
No	<input checked="" type="checkbox"/>
Yes, a pilot project	<input type="checkbox"/>
Yes, a feasibility study	<input type="checkbox"/>

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Accessing the Service and Engaging with Service Users

Is there a referral process?	
No	
Yes	✓
Glasgow SE Foodbank work with various organisations and local charities that refer potential service users to the Foodbank. As a Trussell organisation, individuals must be referred to the Foodbank by a partner organisation. If an individual requires support they may reach out to the Foodbank, at which point they will be put in touch with a local agency that will provide them with a voucher.	
Is referral the only way that potential clients are made aware of the project?	
Yes	
No	
Other than referral, how do potential clients come to know about the project?	
N/A	
What is the most common way through which users typically access the service?	
N/A	
Do you take steps to keep in touch / reach out to service users?	
No	✓
Yes	
Contact must be initiated by the service users. Further contact is not initiated by the Foodbank.	

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Working with People with Lived Experience of Poverty

Are those with lived experience of poverty involved in <u>delivering</u> the project?		
	No	
	Yes	✓
A volunteer has lived experience of poverty. She often acts as a translator for non-English speakers.		
Are people with lived experience of poverty involved in <u>managing</u> the project or project governance?		
	No	
	Yes	✓
A member of the board of Trustees has lived experience of poverty.		
Are people with lived experience of poverty involved <u>in any other aspect</u> of the project? <i>If so, please describe below.</i>		
	No	
	Yes	✓
The Foodbank encourages feedback from clients, in conversation or anonymously on paper. It endeavours to act on the feedback received.		

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Leadership, Governance and Partnership Working

Who is responsible for managing the project?		
Denise Ritchie, the manager of the project. As a pathfinder, Ruth is also responsible for how the Foodbank runs. The Foodbank also have strong relationships with Citizens Advice and the Law Centre.		
Is this the only responsibility of the person managing the project?		
	Yes	N/A
	No	N/A
Is there a Project Steering or Advisory Group?		
	No	✓
	Yes	
Are any other governance arrangements in place to review strategy and performance?		
	No	
	Yes	✓
Ruth and the Foodbank manager Denise Ritchie oversee the financial inclusion project, with further oversight from Trussell staff.		

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Links to Wider Policies, Strategies and Statutory Requirements

In your opinion, is the project aligned with national and/or local anti-poverty strategies and priorities (e.g., local authority or health board priorities)?	
Don't know	
No	
Yes	✓
<p>Yes, as the project is a part of Trussell which is a UK-wide anti-poverty organisation. Trussell also conduct campaigning and advocacy alongside their work in supporting foodbanks. The Foodbank also work with other anti-poverty charities and organisations in the community, such as Govanhill Community Action. They meet once a month alongside the Housing Association, the Foodbank and various other charities in Govanhill to tackle poverty. They also work closely with Glasgow SW Foodbank.</p>	
Is the project part of any other strategy?	
Don't know	
No	✓
Yes	
Is the project delivering a service that is a statutory commitment?	
No	✓
Yes	

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Funding

Has external funding been secured to support the work?	
No	
Yes	✓
Please provide details of the external funding that was used secured to support this work?	
Which organisation provided funding?	Trussell.
What was the specific funding stream/source/scheme?	N/A
How much funding was secured?	Three-year total funding: £150,000.
For how long has funding been secured?	Three years.
Is future funding from the same external source a possibility?	
Don't know	
No	
Yes	✓
Is future funding from the same external source based on pre-agreed outcomes or outputs being delivered from this work?	
No	✓
Yes	
No, although evidence positive impact will make it easier to secure further funding.	

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Staffing and Resources

Do existing staff from the host organisation contribute toward the work of this project as part of their broader work for the organisation?			
		No	N/A
		Yes	N/A
Are existing staff from the host organisation paid extra (for example, taking on extra hours) to contribute toward the work of this project?			
		No	N/A
		Yes	N/A
Have additional paid staff been employed to contribute toward the work of this project?			
		No	N/A
		Yes	N/A
Are volunteers involved in delivering the project?			
		No	
		Yes	✓
Volunteers are involved in distributing food parcels. Volunteers can then refer service users to an advisor for support on housing, benefits or debt. Advisors are on-site, so service users do not need to find support elsewhere. Service users do not need to collect food parcels to speak to an advisor.			
Are specific resources – other than staff/volunteer time and money - needed to support the delivery of the project?			
		No	
		Yes	✓

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Please provide details of the resources that are required to deliver the project?		
Facilities / Workspace	Space to store food donations and organise the food into parcels is required. Space for service users to receive parcels. A separate office space for financial inclusion advisors and for administrators is also required.	
Equipment	N/A	
Local Knowledge	N/A	
Food and Drink	Food.	
Were new IT systems, additional software, or upgrades existing software (databases, Apps) required to deliver this project?		
		No
		Yes
Staff require laptops to work. Trussell's data service and online referral system is also utilised.		
Was additional training – for staff or volunteers - required to deliver this project?		
		No
		Yes
N/A		

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Monitoring and Evaluation

Is there baseline data to describe what things were like before the start of the project?				
No				
Yes				✓
Is the difference that the project is making measured or monitored by the host organisation?				
Yes				✓
No				
Who within the host organisation is responsible for monitoring the impact of the project?				
N/A				
How often is the impact of the project monitored or measured by the host organisation?				
N/A				
What methods, techniques or strategies are used by the host organisation to measure the impact of the project?				
Primarily anecdotal feedback has been provided by service users and financial inclusion advisors.				
What information is collected by the host organisation about the project?				
Number of users	Yes	✓	No	
Profile of users	Yes		No	✓
Experience of users	Yes		No	✓
Outcomes for users	Yes		No	✓
Anything else	Yes		No	

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Has the data that has been collected by the host organisation been used to adapt the way the project works?	
No	N/A
Yes	N/A
Has an external organisation been employed to formally evaluate the project?	
No	✓
Yes	
Is there an intention to undertake your own formal evaluation in the future to estimate the impact of the project?	
Don't know / no current plans	N/A
No	N/A
Yes	N/A

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Impact

To what extent have the aims of the project been achieved?	
Fully met	
Making progress toward meeting Aims	✓
Not making progress	
<p>The objectives will not be met until there is a total lack of demand. Glasgow SE Foodbank strive to support people to a point where they no longer require emergency support. Although there has been an observable decrease in returning service users, there is still a large number of new clients alongside those receiving long-term support.</p>	
What difference has the project made?	
<p>Many who arrive at the Foodbank are in crisis and experiencing mental ill health. Thousands have received food parcels which has made a positive impact on their overall wellbeing and mental health, enabling them to cope with day-to-day activities without having to worry about food. In 2023/24, the financial inclusion service made a positive impact on the lives of 137 service users. Many of those who accessed the financial inclusion service needed support with benefits, utilities and managing debt. Advisors have reported that the support, advice and guidance provided by the Foodbank and Citizens Advice has had a great impact on service users' overall wellbeing. Service users are now able to access financial advice offered by the Foodbank during opening hours without necessarily having to receive food parcels, which has also had a positive impact.</p>	
Have conditions or demand changed since the project was introduced?	
No	
Yes	✓
Demand has increased, although many are only needing to use the Foodbank once or twice.	
Has the project had the capacity to meet these changing conditions and demand?	
Yes	✓
No	
Opening hours have increased and new, larger premises were secured to meet on-going demand.	

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Has the project changed through time?		
		No
		Yes
What changed	Demand has increased.	
Why has it changed		
Has the project had any unexpected or unintended outcomes?		
		No
		Yes
In your opinion, is the project having an impact on tackling poverty?		
		No
		Yes
<p>The financial inclusion service has made a difference in tackling poverty. Foodbanks, as providers of emergency food, do not address the root causes of poverty or have an impact on tackling it long-term. To use Trussell's phrase: 'Foodbanks are a lifeline but not the solution'.</p>		

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Learning from Experience

What is working well?	
Glasgow SE Foodbank is well-known, well-established and service users feel comfortable seeking support. Relationships with referral agencies are also working well. Another aspect that is working well is that service users are receiving food they both need and want. The Foodbank also try to be culturally appropriate, for instance in the provision of Halal food parcels. The advice services are also working well and are helping those in need.	
What, if anything, is working less well?	
There are often language barriers which is an on-going problem.	
What are the key learning points that you'd like to share with other practitioners?	
The convenience of having different services under one roof makes a big difference to those accessing the Foodbank's services, such as the financial inclusion service. This makes it significantly easier for clients to receive advice and support, rather than having to be referred elsewhere.	
Are there plans to develop or expand the project in the future?	
No	
Yes	✓
Glasgow SE Foodbank hope to move beyond a food hub that provides advice to an advice hub where people can also access food if they need it.	
How easily do you think this project could be replicated in another setting?	
Reasonably, if those involved are open to working with other agencies and strong communication is established.	

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