A survey of food banks operating independently of The Trussell Trust food bank network.

User Guide

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Contents

Introduction

Food banks – charitable projects providing free parcels of food for people in need to take away, prepare and eat - have existed in high-income countries for decades, but their spread in the UK is generally linked to the establishment and growth of The Trussell Trust's member-based food bank network. Since 2011, The Trussell Trust has been publishing data on the volume of food bank use across their network, made available from their standardised data collection system. These data have almost exclusively been the source of information on food bank use for the UK and, in the absence of national food insecurity monitoring before 2016, have typically been used as a barometer for food insecurity.[1] The Trussell Trust's model for food banks is also well-established, involving establishing relationships with third-party local social and health service agencies who provide referrals; requiring that people in need of assistance have a referral for use; collecting data through the referral system; and guiding their member food banks to follow-up with referral agencies if they provide more than three referrals to a single client in a 6-month period.[2]

There is, however, increasing recognition of a much larger landscape of food parcel distribution through independent food banks not affiliated with The Trussell Trust. Early works[3] by researchers in England, Wales and Scotland found that in some places where no Trussell Trust food banks existed, there were well-established independent food banks operating. In other places, both Trussell Trust and independent food banks were operating. More recent work by Sabine Goodwin on behalf of the Independent Food Aid Network has mapped over 800 food parcel distribution projects or food banks (for ease, referred to as food banks going forward) operating outside of The Trussell Trust's food bank network.

Although it is evident that there are a large number of independent organisations and charities distributing food parcels, little is known about

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[1] Though food bank use is often used as an indicator of food insecurity and its trends, the problem of food insecurity is much more widespread. The number of households estimated to use food banks is up to 2% (see Sosenko et al. State of Hunger. 2019), but up to 10% of households experience moderate and severe food insecurity across the UK.

[2] There is evidence that some Trussell Trust food banks and food bank referral agencies interpret this guidance differently, only providing food parcels or referrals for food parcels for a maximum of three times in a 6-month period.

[3] See research by David Beck mapping the growth of food banks in Wales https://research.bangor.ac.uk/portal/files/8192969/2016_Mapping_the_Growth_of_the_Welsh_Food_Bank_Landscape_1998_2015.pdf. From Scotland, see a scoping study commissioned by the Scottish government carried out by Filip Sosenko, Nicola Livingstone, and Suzanne Fitzpatrick, which documented Trussell Trust and non-Trussell Trust food banks in 8 case study areas, https://www.nls.uk/scotgov/2014/9781784121242.pdf and subsequent work commissioned by The Scottish Government and carried out by Mary Anne McLeod, documenting provision across Scotland https://www.povertyalliance.org/wp-content/uploads/2019/03/Emergency-Food-Aid-Report.pdf. In 2014, a submission by Jon May, Paul Cloke, and Andrew Williams to the APPG Inquiry into Hunger in the UK documented Trussell Trust and non-Trussell Trust food banks operating in 10 of the largest cities in the UK and 10 smaller cities, and found that Trussell Trust food banks made up only about 50% of food banks in these areas. See https://foodpovertyinquiry.files.wordpress.com/2014/12/food-poverty-appg-evidence-review-final.pdf

when or why they were established, how they operate, and whom they serve. This lack of insight stands in contrast with research produced about, and from, The Trussell Trust, which includes numerous studies on the characteristics of people using their food banks and ways of operating[4], and qualitative studies of the user experience.[5]

To begin to fill these gaps we undertook a survey to build understanding of independent food parcel distribution projects operating outside of The Trussell Trust in England. We surveyed 114 independent food banks over September 2018 to May 2019. This user guide describes the methodology used to collect the data and to aid its analysis.

Funding and project team

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[4] Examples include Lambie-Mumford, H. (2017) Hungry Britain: The rise of food charity, Bristol: Policy Press; and Loopstra, R., Lambie-Mumford, H., Fledderjohann, J. Food bank operational characteristics and rates of food bank use across Britain. BMC Public Health. 2019 May 14;19(1):561.

[5] For example, see Garthwaite, K. (2016) Hunger Pains: Life inside foodbank Britain, Bristol: Policy Press.

Questionnaire development

The content of the questionnaire was intended to gather information on the operational characteristics of independent food banks and the constraints on the help they can offer.

A topic guide was developed by the research team, covering details about the food bank premises and organisational characteristics, how the food bank project was staffed or supported by volunteers and how it was funded, how the food bank fit within its local food aid landscape, how the food bank operated, who it served and for what reasons, and the reasons for particular operating features, what kinds of data collection procedures were in place, strains on their services, what help they provided, and the respondents' opinions on the future of food bank use and how it could be reduced.

Questions were mostly multiple choice, though in many cases, were designed to enable respondents to select multiple answers where more than one answer was possible. Where there was concern the pre-determined response options may not adequately capture respondents' answers, an option of "Other" was provided, allowing respondents to provide their own response. They are left in the data set as uncoded qualitative responses.

Some questions were also posed as open-ended questions, with interviewers entering responses verbatim to the best of their ability. Open-ended questions were used when the range of possible options wasn't able to be captured in pre-determined responses and where questions were exploratory.

The questionnaire went through multiple reviews by the project team and by external reviewers. It was pilot tested by 4 independent food bank managers and their feedback was incorporated into subsequent versions.

A first version of the questionnaire went live in the field in September 2018 and was answered by 21 survey respondents. A review of answers revealed that additional options were needed in responses options for a small number of questions. The question response options that were modified from October 2018 forward are indicated in the annotated questionnaire in the Appendix.

Sampling

The sample frame for this study was provided by Sabine Goodwin, who, over summer 2017 to Spring 2018, identified 558 food banks operating in England.[6] These were defined as venues or distribution points which were distributing emergency food parcels at least once a week. Some of these were part of an umbrella organisation, which operated multiple food banks. The 558 food banks belonged to a total of 454 organisations. Of these, 89% operated only one food bank, 6% operated two food banks, and 4% operated 3 or more, up to a maximum of 14 food banks. Of the 558 food banks, we selected a random target sample of 179, representing 141 organisations. This sample size accommodated a 60% non-response rate to provide a margin of error of +/-8.5%.

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[6] This mapping exercise was carried out for the whole of the UK. Food banks were located by a systematic web search by area, local authority and through telephone consultations with local food banks and other agencies. Food parcel distribution activities run by the national charity, The Salvation Army, were not included. For more details, see http://www.foodaidnetwork.org.uk/independent-food-banks-map.

Fieldwork and response rate

Fieldwork started in September 2018 and was completed at the end of April 2019. Recruitment was carried out at the level of the individual food bank's organisation, where relevant, since often a single staff member oversaw multiple food banks and could respond on behalf of each site, though all data collected relates to individual sites. Food banks were invited to participate in the study by email or by telephone. Initial approaches were followed up by telephone calls and/or emails if a first approach yielded no response.

Upon inviting the 179 food banks to participate in the study, it was discovered 12 food banks from one organisation were no longer providing a weekly distribution service, rendering them ineligible to participate. A further seven food banks were no longer operating, and one other food bank was discovered to be a part of The Trussell Trust's food bank network. Of the remaining 159 eligible food banks, 114 participated, reflecting a response rate of 71.7%. Some of the food banks were part of a wider food bank organisation. Thus, a total of 79 food bank organisations were represented in the sample.

Reasons for non-participation included organisations or food banks being too busy (reason given by 5 organisations, covering 10 food banks), recent bereavement of potential respondent (n=2 food banks), or managers being unwilling to complete the survey by telephone (n=4 food banks). Six food banks indicated interest in participating, but did not reply to subsequent emails to arrange a time for the telephone survey. An additional seven organisations (n=8 food banks) declined without providing a reason and 15 food banks failed to respond to invitations to participate.

Data collection, coding and data checks

Data collected in the telephone survey were inputted directly into Open Data Kit survey software (https://getodk.org/) operating on tablet devices. This software enabled data to be backed up to a cloud as inputted (if connected to the internet) and outputted the responses into an excel sheet.

Data were checked and formatted using Stata. For yes/no questions, the following formatting was used:

1	Yes/True
0	No/False
.	Redacted
996	Not asked**
997	Not applicable
998	Don't know
999	Don't want to say

** pertaining to questions/response options not asked in September

The ODK data software outputted multi-item responses as string variables, where response options appeared in a list of combined options. These were extracted to be binary variables, indicating whether or not the response option was selected. These variables appear in the derived variable list.

One other derived variable is provided in the data set, relating to the year the organisation either started providing food parcels or the year the food bank started operating. See notes in annotated questionnaire and derived variable list.

Open-ended responses are string variables in the data set.

Where responses to open-ended questions could have led to a participating organisation being identified, responses were anonymised by removing place/city/town/village names by [place name].

Appendix A: Annotated Questionnaire
Annotations in red font.

Consent Question:

consent1 Before we get started, please can I just confirm if you have read the information sheet concerning this study, have understood my verbal explanation, and have agreed to participate in this study?

1   Yes

0   No

respondent What is the job title/role of respondent completing the questionnaire?

(Note: more than one response accepted here; see dv_respondent_ for binary responses.)

1   A food bank manager or coordinator

2   Another member of food bank staff

3   A volunteer

4   A trustee

5   Other

respyears   How long have you been involved with the food bank?

(Note: decimal points used to indicate closest quarter: e.g. if about 3 months since involved, indicated as 0.25 years involved)

integer   Number of years

Questionnaire section note 1

Thank you for agreeing to participate in our survey. There are 9 sections to the survey. If there are any questions you don't know the answer to or would prefer to skip, please just say, and we'll move on to the next question. Throughout the survey, we refer to 'food bank' to describe any type of service that distributes parcels or bags of food items free of charge to people in need. We realise that you may refer to your project as a distribution centre, food bank style project, or something different. We also use the term clients to refer to the people who receive food parcels from you. Again, we know that some people prefer to use the terms guests or service users, but for consistency, have chosen to use the term client throughout. Lastly, we use the term food

parcels to describe the food parcels, bags or food you give out through your food bank project.

If you're ready, we'll now get started.

Section 1: Learning about your food bank project

PREMISES

siteaddress Can you please provide the address for your food bank? If you run a delivery or pick-up service only, please provide the address where you store your food donations.

[Note: address information removed from dataset to protect anonymity]

add1   Address line 1

add2   Address line 2

add3   Address line 3

town   Town

postcode   Postcode

998   Don't know

999   Don't want to say

opertype* In what ways do you distribute food parcels to clients? Please indicate all that apply.

(Note: more than one response accepted here; see dv_opertype_ for binary responses.)

1	Clients pick up food parcels during regularly set hours/session times
2	Clients pick up food parcels by appointment only
3	Deliver to agents or agents pick up food parcels and distribute on your behalf
4	Your food bank delivers food parcels to clients
5	Clients can pick up food parcels any time your main organisation is open
998	Don't know
999	Don't want to say

opermain   How do most of your clients receive food parcels from you?

1   Clients pick up food parcels during regularly set hours/session times

2   Clients pick up food parcels by appointment only

3   Deliver to agents or agents pick up food parcels and distribute on your behalf

4   You deliver food parcels to clients

5   Clients can pick up food parcels any time your main organisation is open

998   Don't know

999   Don't want to say

<mark>[if opermain==3]</mark>

opermainagent   You have indicated that agents pick up food parcels on behalf of clients. Please can you explain why you distribute food parcels this way?

[open ended] *Enter response*

<mark>[if opermain==4]</mark>

opermaindeliver   You have indicated that you deliver food parcels. Please can you explain why you distribute food parcels this way?

[open ended] *Enter response*

fbaim Does your food bank aim to do any of the following? Please select any of the answers that apply.

(Note: more than one response accepted here; see **dv_ fbaim_** for binary responses.)

1   To alleviate experiences of hunger/not having enough food

2   To prevent people from experiencing hunger/not having enough food

3   To prevent people from the anxiety or worry of not having enough food

4   To enable people to purchase other essentials (e.g. gas/electric, rent, toiletries) by supplementing food costs

5   To raise awareness of the extent and causes of food poverty

6   To reduce the need for people to use food banks

7   To address the causes of food poverty

8   To reduce the waste of surplus food

9   Confirm: none of above

998   Don't know

999   Don't want to say

missionaims   If your food bank has a mission statement or stated key aims, what are they? (Note to interviewer: if they don't have of either of these, enter none in text box).

[Responses redacted as contained identifying information]

[open ended] *Enter response*

faith   Is your food bank operated by one or more faiths or religious groups?

1   Yes

0   No

998   Don't know

999   Don't want to say

[If faith==1]

faithtype   What types of faith(s)/religion(s) is your food bank operated by? Please indicate all that apply.

(Note: more than one response accepted here; see **dv_ faithtype _** for binary responses.)

1   Christianity

2   Islam

3   Sikhism

4   Hinduism

5   Judaism

6   Buddhism

7   Hari Krishna

8   Bahá'í Faith

9   Other

997   Not applicable

998   Don't know

999   Don't want to say

sitedetail   Do your clients pick up food parcels from a building or hall affiliated with a religious institution?

0   No

1   Yes

997   Not applicable

998   Don't know

999   Don't want to say

sitedetail2   Is your food bank located at a site exclusively for your food bank and associated activities, or is the site used for multiple purposes?

1   Dedicated site for food bank

2   Multiple purposes

998   Don't know

999   Don't want to say

sitedetail3 Do your premises pose any problems for your food bank's operation and/or its clients? Please indicate all that apply.

(Note: more than one response accepted here; see **dv_ sitedetail3 _** for binary responses.)

1   The premises aren't large enough to accommodate the number of clients who come to pick up food.

2   You do not have enough or appropriate space for the storage of food.

3   You do not have the facilities to enable safe storage of fresh food.

4   You cannot guarantee enough privacy for your clients because of your premises.

5   You'd like to offer space to see clients but can only deliver/have agents distribute food due to lack of space

6   Other problems with premises (please specify).

7   None.

[If sitedetail3==6]

sitedetail3_oth Please specify other problems with premises.

[open ended] *Enter response*

whynoTT   Can you tell us, are any of the following reasons why your food bank is not part of The Trussell Trust Foodbank Network? Please select any of the answers that apply.

(Note: more than one response accepted here; see **dv_whynoTT _** for binary responses.)

1   Did not know about the possibility of joining network

2   Want to maintain independence

3   Cost of being in network

4   Different religious beliefs

5   Do not want to collect data from clients

6   Do not want to collect data that would be shared with a wider organisation

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7   Do not want to use referral system

8   Did not want to limit number of food parcels

9.   Other (please specify)

10.   No reason (Note: response option missing for mark_Sep2018==1)

998   Don't know

999 Don't want to say

whynoTT Specified other reason why not part of Trussell Trust Foodbank Network.

[open ended] *Enter response*

TTfb Has your food bank ever been part of The Trussell Trust Foodbank Network?

[Redacted as responses possibly identifying due to low number of affirmative responses.]

0   No

1   Yes

998   Don't know

999   Don't want to say

TTfbwhen   In what year did your food bank stop operating as part of The Trussell Trust Foodbank Network? Note to interviewer: if respondent does not know year, please enter 999. If does not want to say, please enter 998.

[Redacted as responses possibly identifying]

integer   Enter year

core Does your food bank operate within a wider organisation or is your food bank your organisation's core or main function?

1 Food bank run as part of wider set of activities run by an organisation

2 Food bank is the core function of the organisation

998 Don't know

999 Don't want to say

[NOTE: Next set of questions conditional on response to **core** because the wording of questions differed depending on whether food bank run as core function or not. Questions are substantively the same, however, and responses can be combined. E.g. See derived variables: dv_fbstart]

[if core==1]

orgtype   What type of organisation is your food bank a part of?

1 Church/faith community

2 Community/social service organisation

3 Homeless shelter

4 Health centre

5 Rotary club

6 Children's centre

7 Women's shelter

8 Housing association

9 Youth association

10 Other type of organisation not already listed. [Please specify follow-up question]

999 Don't know

999 Don't want to say

[if orgtype == 10]

orgtype_other You've indicated your food bank is part of another type of organisation. Can you please tell us what type that is?

[open ended] *Enter response*

[if core==1]

yearorg In what year did your organisation start distributing free food parcels?

[enter year] Enter year

998   Don't know

999   Don't want to say

reason Can you tell us, what prompted your organisation to start a food bank?

[open ended] *Enter response*

otherfoodaid Did your organisation offer other food aid services (for example, a soup kitchen, free meals) before starting to run a food bank?

0   No

1   Yes

998   Don't know

999   Don't want to say

yearorgfb   In what year did your food bank start distributing food parcels?

Note to interviewer: if respondent does not know year, please enter 999 or best guess. If does not want to say, please enter 998.

998   Don't know

999   Don't want to say

whyfb   What prompted the opening of your food bank?

[open ended] *Enter response*

signpost   Do you signpost your clients to other services?

0   No

1   Yes

998   Don't know

999   Don't want to say

othserv   Other than signposting, does your food bank offer any other types of services or activities to your food bank clients?

0   No

1   Yes

998   Don't know

999   Don't want to say

othserv_spec   Other than distributing food parcels, does your food bank offer any of the following types of services to your food bank clients? Please indicate all that apply.

(Note: more than one response accepted here; see **dv_ otherserv_spec _** for binary responses.)

1   Debt advice

2   Cooking classes

3   Money management classes

4   Job-seeking advice

5   Benefits advice

6   Housing advice

7   Counselling

8   Addiction support

9   Advocating on behalf of clients

10   Community cafe

11   Free meals service/soup kitchen

12   Other (please specify)

13   None of the above

998   Don't know

999   Don't want to say

othserv_other   You've indicated that you provide another kind of service in addition to your food bank. Please can you tell me what this is?

[open ended] *Enter response*

campaigning Does your food bank engage in any of the following types of awareness-raising, advocacy and/or campaigning activities? Please indicate all that apply.

(Note: more than one response accepted here; see **dv_ campaigning_** for binary responses.)

1   Organise awareness-raising activities about food poverty in local community.

2   Participate in public events about food poverty

3   Enable clients to share their stories with a wider audience (i.e through media, events about poverty, blogs, your website)

4   Engage other organisations (for example churches, schools) in the work you do

5   Write letters and/or sign petitions to lobby MPs/local politicians

6   Invite policy-makers and politicians to visit your food bank

7   Engage with the media (e.g.spoke on radio programme, interviews with reporters)

8   Membership in wider network that is involved in advocacy or campaigning activities

9   Other

10   None

998   Don't know

999   Don't want to say

(Note: no further information gathered from respondents who indicated "other" to above.)

Section 2: Volunteers and Staffing

staff   Does your food bank project have any full-time or part-time paid staff whose role focuses on running the food bank?

0   No

1   Yes

998   Don't know

999   Don't want to say

ptstaff How many part-time staff?

[open] Enter number

997 Not applicable

998   Don't know

999   Don't want to say

ftstaff How may full-time staff?

[open] Enter number

997 Not applicable

998   Don't know

999   Don't want to say

volunteers We'd like to know, on average, how many people volunteer with your food bank in a given week. Please include people who volunteer behind the scenes (i.e. collecting and receiving donations, stock room, packing food parcels) and all those who interact with clients/help with distribution of food to clients.

(Note for interviewer: enter an average here if really fluctuates.)

[enter number]

998   Don't know

999   Don't want to say

volneed What do you think is the optimal number of volunteers needed to run your food bank every week? By needed, we mean to run the food bank as smoothly and efficiently as you'd like. This may be more or less than the number of volunteers you typically have.

[Enter number]

998   Don't know

999   Don't want to say

trainvol Before a new volunteer interacts with food bank clients must they have training in the following? Please indicate all that apply.

[Note: this question was worded differently in first version of questionnaire (i.e. that was completed respondents in Sep2018==1) Wording was: For each volunteer **or staff member** who interacts with food bank clients, what type of training must they have before working at your food bank? Please indicate all that apply.]

(Note: more than one response accepted here; see **dv_ trainvol_** for binary responses.)

0   No interaction between volunteers/staff and food bank clients

1   Training in how food bank runs (e.g. checking referrals, assessing food preferences, food parcel contents)

2   Training in "being a listening ear"

3   Signposting training

4   Training in welfare reform/benefit issues

5   Training in interacting with people who have mental health disorders

6   Training in interacting with people who have drug addictions

7   Training in responding to aggressive behaviour

8   Training in responding to distress

9   Training in responding to people under the influence

10   Health and Safety training

11   None of the above types of training specifically, but acquire through training on the job/shadowing

12   None of above

998   Don't know

999   Don't want to say

trainvol_req Does at least one volunteer or staff member have to have training in any of the following for a session to run? Please indicate all that apply. Please indicate the types of training at least one volunteer/employee working at each session needs to have? Please indicate all that apply.

(Note: more than one response accepted here; see **dv_ trainvol_req_** for binary responses.)

0   No interaction between volunteers/staff and recipients of food

1   Training in how food bank runs (e.g. checking referrals, assessing food preferences, food parcel contents)

2   Training in "being a listening ear"

3   Signposting training

4   Training in welfare reform/benefit issues

5   Training in interacting with people who have mental health disorders

6   Training in interacting with people who have drug addictions

7   Training in responding to aggressive behaviour

8   Training in responding to distress

9   Training in responding to people under the influence

10   Health and Safety training

11   None of the above types of training specifically, but acquire through training on the job/shadowing

12   None of the above

998 Don't know

999 Don't want to say

Section 3: Assessment of local area food aid landscape

needsassess Did you do any type of assessment in your local area to ascertain the need for food parcel distribution prior to beginning to give out food parcels?

By needs assessment, we mean things like meeting with other frontline agencies, conducing focus groups, analysing local data…

0 No

1 Yes

998 Don't know

999 Don't want to say

[if needsassess==1]

needshow Can you tell us, how did you assess the need for food parcel distribution in your area? Please choose all activities that you carried out.

(Note: more than one response accepted here; see **dv_needshow_** for binary responses.)

1 Meetings/interviews with key informants (e.g. staff from frontline benefit/crisis agencies, staff from local schools, community health teams, meetings with local politicians etc)

2 Focus groups/interviews with people who may need help from food banks (e.g. clients from frontline agencies, social housing residents)

3 Consulted local authority data (e.g. index of deprivation, levels of benefit claimants, healthy start uptake and/or free school meals)

4 Community forum

5 Census of other food bank/food aid projects in area

6 Meetings/interviews with other food bank/food aid projects in area

7 Other activities (please specify: _____)

998 Don't know

999 Don't want to say

needshow_oth Other activities specified to assess need for parcel distribution in local area.

[Note: respondents who completed questionnaire in Sept 2018 (i.e. mark_Sep2018==1) were not asked to specify what other activities they undertook]

[open ended] *Enter response*

otherfb Before you started your food bank, were there any other food banks already operating in your area? These might be food banks that are part of the same organisation as yours or food banks that are external to your food bank.

0   No

1   Yes

998   Don't know

999   Don't want to say

otherfbtoday   And how about today, are there other food banks that operate in your locality? These might be food banks that are part of the same organisation as yours or food banks that are external to your food bank.

0   No

1   Yes

998   Don't know

999   Don't want to say

<mark>[if otherfbtoday==1]</mark>

coordhours Do you coordinate when you distribute food parcels to clients with the other food banks in the area you service? Please specify if this includes other food banks or centres that operate as part of your organisation or other food banks that operate outside your organisation.

Note to interviewer: this question is about coordinating food parcel distribution services only, not other types of food aid.

0   No

1   Yes but only within our organisation

2   Yes within our organisation and with others

3   Yes with food banks outside our organisation

4   Not applicable (i.e. open all the time, deliver anytime)

997   Not applicable (i.e. indicated no other food banks operating in area)

998   Don't know

999   Don't want to say

[if otherfbtoday==1]

sharefood Do you share food with other food banks in your locality? Please specify if this includes other food banks that operate as part of your organisation or other food banks that operate outside your organisation.

Note to interviewer: food banks may share with wider network, etc but this is about cooperation with other local food banks.

0   No

1   Yes but only within our organisation

2   Yes within our organisation and with others

3   Yes with food banks outside our organisation

997   Not applicable (i.e. indicated no other food banks operating in area)

998   Don't know

999   Don't want to say

[if otherfbtoday==1]

coorddrives Do you coordinate food donation appeals with the other food banks in your locality? Please specify if this includes other food banks that operate as part of your organisation or other food banks that operate outside your organisation.

0   No

1   Yes but only within our organisation

2   Yes within our organisation and with others

3   Yes with food banks outside our organisation

997   Not applicable (i.e. indicated no other food banks operating in area)

998   Don't know

999   Don't want to say

OtherFA   Other than food banks, are there other forms of food aid available in the area you service?

0   No

1   Yes

998   Don't know

999   Don't want to say

OtherFAtype   What other food aid activities operate in your area? Please indicate all that apply.

(Note: more than one response accepted here; see **dv_ OtherFAtype_** for binary responses.)

1   Soup kitchens

2   Meal clubs for children (i.e. Lunch or Breakfast clubs, summer holiday clubs)

3   Meal clubs for adults

4   Community food co-operative or social supermarket

5   Community café

6   Food growing projects (e.g. community garden)

7   Mobile food delivery service (Meals on Wheels or similar)

8   Other (please specify: _____)

998   Don't know

999   Don't want to say

OtherFAType_other Specify other food aid activities operating in area.

[open ended] *Enter response*

coorddonations   In your opinion, does having other food banks or food aid providers in your locality make it more difficult for you to garner food donations for your food bank?

0   No

1   Yes

2   Sometimes

3   Not applicable (i.e. don't know of other projects in area; none in area)

998   Don't know

999   Don't want to say

Section 4: Food bank operations

target Does your food bank only serve a specific target client group or groups?

0   No

1   Yes

998   Don't know

999   Don't want to say

[if target==1]

targetwho   Who are the target groups that your food bank serves? Please indicate all that apply.

(Note: more than one response accepted here; see dv_**targetwho**_ for binary responses.)

1   Households with children

2   Men only

3   Women only

4   Youth/young people

5   People who are sleeping rough

6   People living in temporary accommodation/shelters

7   Social housing tenants

8   Benefit claimants

9   People who are working

10   Victims of domestic abuse

11   Refugees/Asylum seekers

12   Other

998   Don't know

999   Don't want to say

[if targetwho==12]

targetwho_other   Specify other groups targeted by food bank

[open ended*] Enter response*

catchment Does your food bank only serve people who live in a defined area?

0 No

1 Yes

998 Don't know

999 Don't want to say

whycatch You've indicated that you only serve people who live in a defined area. Do you do this for any of the following reasons? Please indicate all that apply.

(Note: more than one response accepted here; see **dv_ whycatch _** for binary responses.)

1 To help and make a difference in our local community

2 People who live outside our area are served by other food banks

3 To prevent people from using more than one food bank

4 Because we understand the needs of our local community

5 To help agencies correctly refer clients to the closest food bank

6 To limit the number of people we serve to a manageable number

7 To enable us to run a delivery service

8 Other (please specify)

whycatch_other Specified other reason for catchment area

[open ended] *Enter response*

hours When can clients can receive food parcels from your food bank?

[Note: Hour that food bank opens and hour that food bank closes indicated as an integer running from 1 to 24; 00:00 midnight is indicated as 24; 01:00 indicated as 1; 13:00 (1pm) indicated as 13; 14.30 (2.30pm) indicated as 14.5 etc. If food parcels available 24-7, time indicated as open at 24 and close at 24.]

[Note: if food bank closes for a period during a day (i.e. open during two different time slots in the same day), information of re-opening time contained in hours_[day]open2/ hours_[day]close2 variables]

hours_monopen1
hours_monclose1
hours_monopen2
hours_monclose2
hours_tuesopen1
hours_tuesclose1
hours_tuesopen2
hours_tuesclose2
hours_wedopen1
hours_wedclose1
hours_wedopen2
hours_wedclose2
hours_thursopen1
hours_thursclose1
hours_thursopen2
hours_thursclose2
hours_friopen1
hours_friclose1
hours_friopen2 h
ours_friclose2
hours_satopen1
hours_satclose1
hours_satopen2
hours_satclose2
hours_sunopen1
hours_sunclose1
hours_sunopen2
hours_sunclose2

[if opertype==1 or opertype==2 or opertype==5]

hourwhen What are the main factors that determine when clients are able to pick up food from your site? Please choose all that apply.

1 When space is available

2 When volunteers/staff are available

3 Coordinate hours to complement when other food bank projects in area are open (i.e. spread open hours across week/day)

4 Open at same time as other food bank projects

5 Coordinate hours to match when other frontline services in area are open

6 When clients are most likely to come for food

7 Having to coordinate with delivery of donated food

8 Other (please specify: _____)

998 Don't know

999 Don't want to say

hourwhen_other Specified other reason for when food bank open.

[open ended] *Enter response*

[if opertype==1 or opertype==2 or opertype==5]

hourchange Have your opening hours changed within the last 12 months?

0 No

1 Yes

997 Not applicable

998 Don't know

999 Don't want to say

[If hourchange==1]

hourhow   How did your hours change in the past 12 months? Please indicate all that apply.

(Note: more than one response indicated here; see derived variables for binary options)

(Note: response option 9 not included in questionnaire completed by food banks in September (i.e. mark_Sep2018==1)

1   Open or available on more weekdays

2   Open or available on fewer weekdays

3   Open on weekend

4   No longer open on weekend

5   Open in evening

6   No longer open in evening

7   Open for longer periods of time, when open

8   Open for shorter periods of time, when open

9   Open for same length of time with a different start time

997   Not applicable

998   Don't know

999   Don't want to say

[If hourchange==1]

hourwhy   What were the main reasons behind why hours changed in the past 12 months? Please indicate all that apply.

(Note: more than one response indicated here; see derived variables for binary options)

1   More need in community

2   Less need in community

3   More volunteer capacity

4   Decreased volunteer capacity

5   Increased food donations

6   Decreased food donations

7   Recognised need to open in evenings/weekend

8   No one came during hours that have been removed from schedule

9   Other

998   Don't know

999   Don't want to say

[if hourswhy==9]

hourswhy_other   Please indicate other reason your food bank has closed.

[open ended] *Enter response*

closereason Does your food bank stop running on any of the following occasions? Please indicate all that apply.

(Note: more than one response indicated here; see derived variables for binary options)

1   Bank holiday Mondays

2   Christmas period

3   Easter

4   Summer/school holidays

5   When staff on holiday

6   None of the above

998   Don't know

999   Don't want to say

Section 5: Referrals and intake procedures

referral   To receive a food parcel from your food bank for the first time, must new clients have a referral from a partner agency?

0   No, no referral required

1   Self-referral and accepts referrals from agencies

2   Yes, always

3   Yes, but exceptions will be made

4   Other? Please explain

998   Don't know

999   Don't want to say

referralrepeat   For the second and any subsequent times a client receives a food parcel from you, are additional referrals required?

1   Yes, a referral is required every time

2   Generally a referral is required every time but exceptions are made

3   No, after the first time, no subsequent referrals are needed

4   No, after the first time, no subsequent referrals are needed until next episode

5   If a client has initially self-referred, he/she will subsequently need to get a formal referral

6   Accept both referrals and self-referrals so no need for second referral.

997   Not applicable

998   Don't know

999   Don't want to say

referraldecision How did your food bank decide to use a referral system?

[open ended] *Enter response*

referralagent   Please indicate the partners who formally refer clients to you. Please select all that apply.

(Note: more than one response indicated here; see derived variables for binary options)

1   Citizen's Advice Bureau

2   Housing association

3   Local authority social services/family services

4   Jobcentre Plus Office

5   School

6   GP or other medical professional

7   Homeless shelter

8   Women's shelter

9   MP office or local councillor

10   Children's Centre

11   Probation Officer

12   Other food banks

13   Other (please specify: _____)

997   Not applicable

998   Don't know

999   Don't want to say

referralagent_other Specified other referral agents

[open ended] *Enter response*

topreferral   Of all your referral partners, please tell us the ones that provide the most referrals to your food bank. Please select up to three.

1   Citizen's Advice Bureau

2   Housing association

3   Local authority social services/family services

4   Jobcentre Plus Office

5   School

6   GP or other medical professional

7   Homeless shelter

8   Women's shelter

9   MP office or local councillor

10   Children's Centre

11   Probation Officer

12   Other food banks

13   Other (please specify: _____)

998   Don't know

999   Don't want to say

topreferral_other   Specified other top referral agents

[open ended] *Enter response*

intake In addition or instead of a referral system, do you ask your clients to do any of the following before they receive a food parcel from your food bank? Please indicate all that apply.

1   Fill out a registration form

2   Required to show ID

3   Required to show proof of address

4 Questionnaire/interview to assess need(s) made by food bank volunteer or staff

5 Show proof of income or income source

6 Show proof of emergency/crisis (e.g. homelessness, redundancy, benefit delay, contact with other service agency etc)

7 To meet with an on-site advice worker

8 Other (please specify: _____)

9 Confirm: No requirements

998 Don't know

999 Don't want to say

intake_other Specified other intake procedures.

[open ended] *Enter response*

restrict Is there a limit on the number of times someone can receive a food parcel over a specified time period?

0 No

1 Yes

998 Don't know

999 Don't want to say

[if restrict == 1]

How many times can someone receive a food parcel? Please specify the number of times and the period of time this refers to.

restrictspecrestrictspec_number Number of times someone can receive food parcel

[Integer] Enter number

restrictspecrestrictspec_per Period of time that specified number of parcels can be received

1 Per week

2 Per month

3   Per 2 months

4   Per 3 months

5   Per 6 months

6   Per year

997   Not applicable

998   Don't know

999   Don't want to say

[if restrict == 1]

restrictrelax Are there ever occasions when you might relax how many times someone can receive a food parcel?

0   No

1   Yes

998   Don't know

999   Don't want to say

[if restrictrelax==1]

whyrelax   Please can you tell us when you might relax how many times someone can receive a food parcel?

[open ended] *Enter response*

 [if restrict != 0 & intake!=9 & referral!=0]

whyrestrict You've indicated that your food bank uses one or more of the following: referrals, limits on the number of times people can receive food parcels, or registration, ID, or circumstances checks. Please indicate if your food bank uses one or more of these for any of the following reasons. Please indicate all that apply.

(Note: more than one response indicated here; see derived variables for binary options)

1   To ensure clients are in need of food parcels from the food bank

2   To track how often people/households use the food bank

3   To ensure clients do not become dependent on the food bank

4   To ensure people who are the most in need in our community receive help

5   To ensure we always have enough food to give out

6   Other reasons (please specify)

whyrestrict_other Specified other reasons for referral/intake procedures/limits on number of times people can use food bank.

[open ended]   *Enter response*

whynorestrict   You've indicated your food bank does not use referrals, limits on the number of times people can receive food parcels, or registration, ID, or circumstances checks. This is different than how many food banks operate. Can you tell us, why you do not use these?

[open ended] *Enter response*

changerestrict In the past 12 months, have you had to change how often people can receive a food parcel from your food bank?

0   No

1   Yes, had to increase the number of times people could access the service

2   Yes, had to decrease or newly impose a limit on the number of times someone could access the services.

998   Don't know

999   Don't want to say

lessrestrict Please indicate the reason you increased the number of times that people can receive a food parcel from your food bank in the past 12 months.

1   Acute income problems taking longer to resolve - for example, longer delays in benefit payments meant people going without food for longer

2   Felt people weren't being provided with enough food to last through an income crisis

3   Recognition that some clients not experiencing a short-term problem but instead chronic food insecurity

4   Other (please specify)

998   Don't know

999   Don't want to say

lessrestrict_other   Specified reason for increasing number of times people can receive a food parcel.

[open ended]   *Enter response*

referralnum In the past 12 months, has the number of agencies who can provide referrals to your food bank increased or decreased?

1   No change in number of referral partners

2   Increase in number of referral partners

3   Decrease in number of referral partners

998   Don't know

999   Don't want to say

impactreferral You've indicated that the number of referral partners you have has increased in the past 12 months. Do you think this has led to more people using your food bank or food parcel distribution service who would not have been using your food bank previously?

0   No

1   Yes

997   Not applicable

998   Don't know

999   Don't want to say

[if referral==1]

selfrefchange   You've indicated your food bank also offers self-referrals. In the past 12 months, have you seen an increase in the number of self-referrals?

[Note: this question was not asked of respondents who completed questionnaire in September, i.e. mark_Sep2018==1]

0 No

1 Yes

998 Don't Know

999 Don't want to say

[if referral==1 or referral==2 or referral==3]

refdrop If there is a significant change in the number of referrals received from one of your referral partners, either a decrease or increase, do you investigate why?

0   No

1   Yes, always

2   Sometimes

3   This has not happened.

998   Don't know

999   Don't want to say

[if refdrop==1 or refdrop==2]

refdropwhy When you've investigated why there has been a change in the number of referrals, what reasons have referral partners given? Please indicate all that apply.

[Note: more than one response accepted here; see derived variable list for binary variables]

1   Referral partner seeing fewer or more clients in need of a food bank referral

2   Referral partner referring clients to a different food bank

3   Referral partner referring clients to a different type of frontline support (e.g. homelessness charity if homeless, local authority)

4   Referral partner no longer able to refer to another type of frontline support they referred to before (e.g. homelessness charity if homeless, local authority)

5   Staff change at referral partner

6   Referring agency no longer willing to fill out referral forms/provide referrals.

7   Other (please specify: _____)

997   Not applicable

998   Don't know

999   Don't want to say

refdropwhy_other Other specified reason for drop/increase in referrals.

[open ended] *Enter response*

aware Do you do any of the following to raise awareness of your food bank in your area? Please indicate all that apply.

[Note: more than one response accepted here; see derived variable list for binary variables]

1   Sandwich board outside when food bank or service is open

2   Posters/notices around community services/shops/schools/GPs

3   Regular contact with referral agencies

4   Active outreach to potential referral agencies

5   Maintain active social media account (Facebook, Twitter)

6   Website

7   Other (please specify: _____)

8   No activities to raise awareness of food bank

998   Don't know

999   Don't want to say

aware_other Specified other awareness raising activities.

[open ended] *Enter response*

<mark>[if aware==8]</mark>

awarenone You've indicated you don't do anything to raise awareness of your food bank. Can you tell us why you don't do anything like this?

[open ended] *Enter response*

Section 6: Data collection and client characteristics

clients From the following list, please indicate the groups that make up a significant proportion of your food bank clients. These categories overlap so please indicate all that you think capture your main client base.

[See derived variables clients_ for binary responses]

1   Unemployed

2   People unable to work due to illness or disability

3   People in full-time work

4   People in part-time work

5   People on zero-hour contracts

6   People with temporary/seasonal work

7   People with mental health disorders

8   Single parent families

9   Couple parent families

10   Singles <35 years of age

11   Singles 35-50 years of age

12   Singles aged 50+

13   People with drug/alcohol addictions

14   People who live in temporary housing

15   People who are sleeping rough

16   Pensioners

17   Refugees/asylum seekers

18   People with benefit issues (delay, waiting on payment)

19   People who have had their benefits sanctioned

20   People with no recourse to public funds

21   Victims of domestic violence

22   Other (please specify)

clients_other Specified other groups that make up significant proportion of clients.

[open ended] *Enter response*

data1 We're interested in learning if food banks track use of their food bank, and if so, how. Can you tell us, do you track use of your food bank in any of the following ways? Please indicate all that apply. By regularly tracking, we mean collecting data in a way that allows you to compare use today to some time point before or in the future.

[See derived variables dv_data1_ for binary responses]

1   Record number of food parcels given out

2   Record numbers fed by food parcels given out

3   Maintain database of unique individuals who pick up food parcels

4   Maintain database of unique households who pick up food parcels

5   Maintain database of unique total number of people helped by food parcels (i.e. household members)

6   Record total volume of food given out

7   Do not track food bank use

998   Don't know

999   Don't want to say

[if data1==1 or data1==2 or data1==3 or data1==4 or data1==5]

startdata In what year did you start tracking use of your food bank?

[open ended] *Enter year*

998 Don't know

999 Prefer not to say

fbreason Do you collect information on the reasons why clients use your food bank?

No   0

Yes   1

998   Don't know

999   Don't want to say

[if fbreason==1]

whichreason   Among the reasons why your clients use your food bank, which were the most common in the past 6 months? Please select up to three from the following list or provide your own.

[See derived variables dv_whichreason_ for binary responses]

1   Regular income insufficient to meet basic needs (e.g. food, housing, utilities)

2   High rates of debt means income insufficient to cover basic needs

3   Waiting on outcome of a benefit application (i.e payment or decision)

4   Benefits currently stopped due to a sanction

5   Benefit payment interrupted or reduced due to re-assessment, loan repayment, or other reason

6   No recourse to public funds

7   Unable to manage money due to issues like gambling, addiction, or other problems

8   Unexpected outgoings (e.g. repairs, accident, funeral, relocation, help to family member)

9   Other reason

997   Not applicable

998   Don't know

999   Don't want to say

[if whichreason   ==9]

whichreason_oth   You've indicated another reason is commonly the reason for food bank use. Can you tell us what this is?

[open ended] *Enter response*

chardata   Do you collect any of the following information about your clients? Please select all that apply.

[See derived variables dv_chardata_ for binary responses]

0   Do not collect any information on clients

1   Age

2   Gender

3   Ethnicity

4   Religion

5   Work status

6   Types of benefits received

7   Qualifications

8   Disability status

9   Physical health conditions

10   Mental health conditions

11   Special dietary requirements

12   Type of housing

13   If experiencing homelessness

998   Don't know

999   Don't want to say

problems   Some food banks report concerns about repeat clients. Do you worry about, or have, any of the following challenges in your food bank?

Note for interview: if food bank does not see these as challenges (i.e. not a problem in their view) then select none of above.

1   Clients taking advantage of free food and using service too often
2   Clients using food bank rather than seeking longer term help for problems
3   Referring agents referring clients to food bank rather than helping them in other ways (e.g. helping with benefit payments, debt etc.)
4   Clients prioritising non-essential items above spending money on food
5   Clients becoming dependent on food bank service
6   Other problems (please specify)

7	None of the above.

998	Don't know

999	Don't want to say

problems_other Specified other problems related to repeat clients

[open ended] *Enter response*

Section 7: Potential strains on food bank services

Preamble note: We know that some food banks can struggle to meet the needs of people in their communities. This next section aims to understand how your food bank is coping with demand and actions you might have had to take to respond to too much demand on your services.

demand   In an average week, do you feel the number of people who receive help from your food bank:

1   Is fewer than you have the capacity to help. If more people needed help, you would have the food supplies and volunteers to meet the need.

2   Is about matched to the capacity you have to help. There are enough volunteers and food supplies to meet the demand.

3   Is more than you have the capacity to help comfortably. You tend to feel your services are over-stretched.

4   Is sometimes too many, sometimes very few. Demand fluctuates.

998   Don't know

999   Don't want to say

futuredemand   If average demand for help from your food bank rose by 20% compared to the average number of people you see in a week now, what impact would this have on your services?

0   Little or no impact. We have more than enough volunteers/food supplies to meet increased need in our community.

1   Some impact. The food bank would be more stretched.

2   A lot of impact. We might not be able to meet the need.

998   Don't know

999   Don't want to say

[If futuredemand==1 or futuredemand==2]

actionincrease   If average demand for help from your food bank rose by 20% compared to the average number of people you see in a week now, what actions might you have to take to cope with this? Please indicate all that apply.

1   Recruit more volunteers

2   Appeal for more food/monetary donations

3   Only serve people in acute crisis/ask referral agents only to refer people in acute crisis

4   Restrict who is eligible to receive help from your food bank

5   Reduce the number of times that someone is able to receive help from your food bank

6   Reduce the number of hours that the food bank is open

7   Increase the number of hours that the food bank is open

8   Move your services to a larger space for food distribution.

9   Order from FareShare or other food surplus redistribution agent

10   Other actions

998   Don't know

999   Don't want to say

[if actionincrease == 10]

otheractions   You've indicated there are other actions you would take if demand for your food bank rose by 20%. Can you tell us what these would be?

[Open ended] *enter response*

[if referral==1 or referral==2 or referral==3]

reduceref   In the past 12 months, have you ever had to ask referring agencies to reduce number of referrals because you did not have the capacity to serve the number of clients coming to your food banks?

1   Yes

0   No

997   Not applicable

998   Don't know

999   Don't want to say

reducefood In past 12 months, have you ever had to give someone less food than the usual amount contained in a food parcel because your food bank was short on food supplies?

1 Yes, but rarely.

2 Yes, some months, but not every month.

3 Yes, almost every month or every month.

0 No

998   Don't know

999   Don't want to say

turnaway Have you ever had to turn someone away without food due to not having enough food to distribute?

1 Yes, but rarely.

2 Yes, some months, but not every month.

3 Yes, almost every month or every month.

0 No

998   Don't know

999   Don't want to say

appeal Have you ever had to look for ways to boost food supplies because you were worried you would not have enough food to distribute?

1 Yes, but rarely.

2 Yes, some months, but not every month.

3 Yes, almost every month or every month.

0 No

998   Don't know

999   Don't want to say

funding   How is your food bank funded? Please check all that apply.

[Note: more than one response recorded here. See derived variable list for binary variables.]

0   No funding

1   Fundraising appeals/general public donations

2   Gifts and donations from faith group

3   Core funding from affiliated/umbrella organisation

4   Core funding from charitable trust

5   Local Government funding (including parish councils, district councils, unitary authorities, etc.)

6   In-kind support from Local Government (e.g. reduced rates, free premises)

7   In-kind support from other charities/community organisations (e.g. storage space, delivery van)

8   Devolved government funding

9   Other.

998   Don't know

999   Don't want to say

[if funding == 9]

funding_other   You've indicated that your food bank is funded in another way. Please can you tell me what that other way is?

[open ended] *Enter response*

sustainfund How certain are you of your funding year-to-year?

1   Very certain

2   Fairly certain

3   Somewhat uncertain

4   Very uncertain

5   No funding

998   Don't know

999   Don't want to say

Section 8: Food donations and distribution

donations   How do you obtain the majority of food your food bank distributes over the year? Please indicate up to three sources from the following list if applicable.

[Note: more than one response recorded here. See derived variable list for binary variables.]

[Note: response option 6 was not in questionnaire for respondents who answered in September (mark_Sep2018==1) Responses coded as individual donations found in "Other" opened responses]

1   Food received from the public from food collections (i.e. in supermarkets, from schools, from workplaces etc)

2   Direct donation of goods from supermarkets

3   Surplus food donations from supermarkets or other sources (e.g. food companies)

4   Food received through coordinated distribution of food through a wider network

5   Food purchased from funding sources

6   Food donated by individuals

7   Other (please detail)

998   Don't know

999   Don't want to say

choicetype   Which of the following best describes the contents of a food parcel?

1   Parcel contains unlimited number of items that are chosen by client.

2   Parcel contains restricted number of items that are chosen by client.

3   Parcel contains standardised list of items, but clients choose between types of some items.

4   Food parcels contain standard list of items or are pre-packed.

5   Other

998   Don't know

999   Don't want to say

foodcriteria Does your food bank aim to provide any of the following in food parcels? Please indicate all that apply.

[Note: more than one response recorded here. See derived variable list for binary variables.]

1   A quantity of food that reflects the number of household members

2   A quantity and types of food that reflect age/characteristics of people in household

3   A quantity and types of food that meet healthy plate dietary guidelines or other healthy eating guidelines

4   A protein source

5   A carbohydrate source (e.g. pasta, rice)

6   Bread

7   Milk or other dairy source

8   Tinned or dried fruit

9   Tinned vegetables

10   Fresh fruit

11   Fresh vegetables

12   Halal goods (if requested)

13   Vegetarian substitutes (if requested)

14   Gluten-free goods (if requested)

15   Other

16   None

998   Don't know

999   Don't want to say

foodcriteria_other   You've indicated you aim to include something else in your food parcels. What else do you aim to include?

[open ended] *Enter response*

criteriamet   Of the content you aim to provide in food parcels, which, if any, do you have difficulty including regularly?

[Note: more than one response recorded here. See derived variable list for binary variables.]

1   A quantity of food that reflects number of household members

2   A quantity and types of food that reflect age/characteristics of people in household

3   A quantity and types of food that meet healthy plate dietary guidelines or other healthy eating guidelines

4   Provide a protein source

5   Provide a carbohydrate source (e.g. pasta, rice)

6   Provide bread

7   Provide milk or other dairy source

8   Provide tinned or dried fruit

9   Provide tinned vegetables

10   Provide fresh fruit

11   Provide fresh vegetables

12   Provide Halal goods (if requested)

13   Provide vegetarian substitutes (if requested)

14   Provide gluten-free goods (if requested)

15   Other

16   None

998   Don't know

999   Don't want to say

[if criteriamet == 15]

foodcriteria_other You've indicated that there is other food parcel content that you have difficulty providing regularly, please explain?

[open ended] *Enter response*

[choicetype==3 or choicetype==4]

[NOTE: question not asked when clients had choice of items, as not possible to know if whether amount chosen or particular food choices would meet requirements for set number of days.]

daysfood How many days of food are provided per person in the household receiving the food parcel?

Note to interviewer: if specify a number of meals, calculate on the basis of three meals a day.

1   One

2   Two

3   Three

4   Four

5   Five

6   Six

7   Seven

8   Not applicable (selected)

998   Don't know

999   Don't want to say

Section 9: Your opinion on potential interventions to reduce food bank use

Preamble note: It has been suggested that if changes were made to welfare and income support systems, food bank use could be reduced. The next set of questions asks you which, if any of these, would reduce use of your food bank. We're also then interested to learn what other things you think might be needed to reduce food bank use.

delay If waiting times for benefit payments were reduced, do you think the number of people coming to your food bank would reduce?

1   Not at all

2   Yes, a little

3   Yes, somewhat

4   Yes, a great deal

998   Don't know

999   Don't want to say

grant If your local authority offered short-term grants (or more grants) for anyone in acute financial need, do you think the number of people coming to your food bank would reduce?

1   Not at all

2   Yes, a little

3   Yes, somewhat

4   Yes, a great deal

998   Don't know

999   Don't want to say

sanctions If sanctions were eliminated from the benefit system, do you think the number of people coming to your food bank would reduce?

1   Not at all

2   Yes, a little

3   Yes, somewhat

4   Yes, a great deal

998   Don't know

999   Don't want to say

wagelive If a minimum wage was raised to reflect the true costs of living, do you think the number of people coming to your food parcel service would reduce?

1   Not at all

2   Yes, a little

3   Yes, somewhat

4   Yes, a great deal

998   Don't know

999   Don't want to say

costlive If benefits and tax credits were increased and indexed to reflect the real costs of living, do you think the number of people coming to your food parcel service would reduce?

1   Not at all

2   Yes, a little

3   Yes, somewhat

4   Yes, a great deal

998   Don't know

999   Don't want to say

stillneedfb Cumulatively, if all of the above changes were made, do you think there would still be a need for food banks?

1   Yes

0   No

998   Don't know

999   Don't want to say

whystillneed Can you tell us why you think there still might be a need for food banks? Are there any other changes you think would reduce the need for food banks?

[open ended] *Enter response*

sharemore This is all the questions we have for you, however, over the course of this questionnaire, there may have been other things you wanted to share about challenges your food bank faces, factors that shape the way your food bank operates, or other factors that influence demand on your services. If you'd like, I can record anything else you'd like to share with me now.

[open ended] *Enter response*

Thank you so much for completing our questionnaire. We really appreciate the time you have taken to do so. If you have any questions, please don't hesitate to be in touch.

Appendix B: Administrative and derived variables

Administrative variables

mark_Sep2018 This variable indicates that the respondent completed the questionnaire in September 2018. These respondents (n=21) answered a questionnaire that was missing some questions that were added to the questionnaire from October 2018 forward. These question responses appear as Not Asked (996) for these respondents and are indicated below.

mark_Oct2018 As per above, this variable indicates respondents who completed the questionnaire from October 2018, completing some additional questions to those who completed in September.

ID_FB Indicates ID number for individual food bank. This was the client-facing venue selected into the sample. Most questions pertain to the specifics of this venue.

ID_ORG Indicated ID number for umbrella organisation the individual food bank in the sample was a part of. More than one venue from organisations were selected into the sample. Some answers to questions pertained to all food banks that were part of a common organisation, so some responses repeat for individual food banks that were part of the same organisation.

Derived variables

dv_fbstart Combines information on when food bank started/organisation started giving out food parcels from **yearorg** and **yearorgfb**

```
/*code */
gen dv_fbstart = yearorg if core==1
replace dv_fbstart= yearorgfb  if core==2
```

Binary variables corresponding to variables that allowed multiple responses to be selected:

dv_respondent_1 dv_respondent_2 …. etc.   Binary variable indicating whether indicated corresponding response option to **respondent** question

dv_opertype_1 dv_operatype_2… etc. Binary variable indicating whether indicated corresponding response option to **opertype** question

dv_fbaim_1 dv_fbaim_2…. etc. Binary variable indicating whether indicated corresponding response option to **fbaim** question

dv_ faithtype_1 dv_ faithtype _2…. etc. Binary variable indicating whether indicated corresponding response option to faithtype question

dv_sitedetail3_1 dv_sitedetail3_2 dv_sitedetail3_3… etc. Binary variable indicating whether indicated corresponding response option to **sitedetail3** question

dv_whynoTT _1 dv_whynoTT _2 … etc. Binary variable indicating whether indicated corresponding response option to **whynoTT** question

dv_othserv_spec_1 dv_othserv_spec_2 … etc Binary variable indicating whether indicated corresponding response option to **othserv_spec** question

dv_campaigning_1 dv_ campaigning _2 … etc Binary variable indicating whether indicated corresponding response option to **campaigning** question

dv_ trainvol_1 dv_ trainvol_2 …etc. Binary variable indicating whether indicated corresponding response option to **trainvol** question

dv_ trainvol_req_1 dv_ trainvol__req_2 …etc. Binary variable indicating whether indicated corresponding response option to **trainvol** question

dv_needshow_1 dv_needshow_2 …etc. Binary variable indicating whether indicated corresponding response option to **needshow** question

dv_ OtherFAtype_1 dv_ OtherFAtype_2… etc. Binary variable indicating whether indicated corresponding response option to **OtherFAtype** question

dv_targetwho_1 dv_targetwho_2 …etc Binary variable indicating whether indicated corresponding response option to **targetwho** question

dv_ whycatch _1 dv_ whycatch _2 … etc.   Binary variable indicating whether indicated corresponding response option to **whycatch** question

dv_hourwhen_1 dv_hourwhen_2 … etc Binary variable indicating whether indicated corresponding response option to **hourwhen** question

dv_ hourhow_1 dv_ hourhow_2 … etc Binary variable indicating whether indicated corresponding response option to **hourhow** question

dv_ hourwhy_1 dv_ hourwhy_2 … etc Binary variable indicating whether indicated corresponding response option to **hourhow** question

dv_closereason_1 dv_closereason_2 …etc Binary variable indicating whether indicated corresponding response option to **closereason** question

dv_referralagent_1 dv_referralagent_2 … etc Binary variable indicating whether indicated corresponding response option to **referralagent** question

dv_topreferral_1 dv_topreferral_2 … etc Binary variable indicating whether indicated corresponding response option to **topreferral** question

dv_intake_1 dv_intake_2…. etc. Binary variable indicating whether indicated corresponding response option to **intake** question

dv_whyrestrict_1 dv_whyrestrict_2 … etc. Binary variable indicating whether indicated corresponding response option to **dv_whyrestrict_2** question

dv_refdropwhy_1 dv_refdropwhy_2 … etc. Binary variable indicating whether indicated corresponding response option to **refdropwhy** question

dv_aware_1 dv_aware_2 … etc. Binary variable indicating whether indicated corresponding response option to **aware** question

dv_clients_1 dv_clients_2 … etc. Binary variable indicating whether indicated corresponding response option to **clients** question

dv_ data1_1 dv_ data1_2 … etc. Binary variable indicating whether indicated corresponding response option to **data1** question

dv_whichreason_1 dv_whichreason_2 … etc. Binary variable indicating whether indicated corresponding response option to **whichreason** question

dv_chardata_0 dv_chardata_1 dv_chardata_2… etc. Binary variable indicating whether indicated corresponding response option to **chardata** question

dv_problems_1 dv_problems_2… etc. Binary variable indicating whether indicated corresponding response option to **problems** question

dv_actionincrease_1 dv_actionincrease_2… etc. Binary variable indicating whether indicated corresponding response option to **actionincrease** question

dv_funding_0 dv_funding_1 dv_funding_2… etc. Binary variable indicating whether indicated corresponding response option to **funding** question

dv_donations_1 dv_donations_2 … etc. Binary variable indicating whether indicated corresponding response option to **donations** question

dv_foodcriteria_1 dv_foodcriteria_2 … etc. Binary variable indicating whether indicated corresponding response option to **foodcriteria** question

dv_criteriamet_1 dv_criteriamet_2 … etc. Binary variable indicating whether indicated corresponding response option to **criteriamet** question