

East Lothian Foodbank

Empowering Communities; Challenging Inequality; Inspiring Change

Our Mission

The prevention and relief of poverty in East Lothian through the provision of emergency food, signposting services and 'More Than Food' projects, working with service users and in partnership with our stakeholders

Our Vision 2021 – 2024

We will deliver our mission by

1. Providing a GOLD STANDARD crisis food service, recognised as an exemplar food bank service, which is accessible to anyone in need living in East Lothian
2. Supporting our service users, and others experiencing food poverty, to access information, guidance, and referrals to services, with the aim of helping address causes of food poverty longer term
3. Improving access to and enjoyment of good quality food, including fresh food, for service users and others experiencing food poverty
4. Advocating for our service users and others experiencing food poverty locally and nationally– through our partnership with the Trussell Trust, and by taking a lead locally as a voice for those experiencing or in danger of experiencing food poverty and the causes of food poverty
5. Identifying unmet need in relation to food poverty and the root causes of food poverty for residents of East Lothian, and developing and delivering creative, effective, and sustainable additional services in response
6. Building strong partnerships with agencies and organisations across East Lothian tackling food poverty and the causes of food poverty, and taking a lead to coordinate and support effective local responses

Our Values

Our values underpin everything that we do, and are upheld by Trustees, Staff and Volunteers

- **Passionate** about helping others and tackling inequality
- **Compassionate** – showing respect, kindness, and care without judgment, prioritising the dignity of all
- **Accountable** – committed to fulfilling our promises, ensuring confidentiality, and maintaining professionalism
- **Innovative** – cultivating new ideas, listening, and identifying what the community needs/wants
- **Empowering** – having a positive impact on our community & engendering change

Our Strategic Objectives 2021 – 2024

1 - Gold Standard Crisis Food Service

- Our crisis service is responsive and emergency food parcels are provided within 24 hours of referral/request being received, and we monitor time taken to fulfil requests as a measure of success
- Our service users and referrers can access emergency food parcels during holidays and at other times when the Foodbank is closed
- We have a reliable supply of core emergency food items and other essentials at all times, through donation and by other means, and we can respond to all requests even at times of high demand
- We have a clear understanding of need for our crisis service and have increased access to this service for those we are currently not engaging across the county – either directly; via referral agencies; or by supporting more local community partners through the provision of food and essential items for more local distribution
- Fresh food provision for all service users is set on a sustainable footing, through generating additional sustainable funding for fresh food and working with suppliers to access reliable supplies of fresh food for crisis service users and others
- We monitor our service with service users, referral agents, and other partners to understand and evidence the quality of our crisis service

2 – Support long term change for people living in poverty through ‘More Than Food’ projects

- We have identified opportunities to reduce demand on our crisis service and have developed, achieved funding for and delivered interventions that contribute to the drivers of food poverty
- We have mapped and collated information on services and local projects of value to service users, and be able to provide accurate information on services and projects in an accessible format to service users, referral partners, and others as required
- Our staff and volunteers are aware of other services and projects, and we have put in place effective signposting protocols for staff and volunteers to use
- We have in place formal referral processes with services and local partners where appropriate and we are making connections for service users and partners whenever we can

3 – Advocacy for change

- We act to raise awareness in our communities about food poverty and its causes
- We take a lead on food poverty issues by participating in local and national policy consultation, contributing to local strategy development and by contributing to the ongoing campaign and influencing work of the Trussell Trust

4 – Strong and sustainable organisation

- **Good governance** – Our Board is experienced and knowledgeable and has the skills required to govern and grow an essential service during challenging times. We have in place a Strategy and Business Plan for the organisation, supported by strong governance processes and procedures and we work closely and openly with our staff, volunteers and members to deliver our strategy.
- **Staff and volunteers** – We have the right staff in the right roles, our staff and volunteers are well supported, and everyone is able to contribute and their contributions valued
- **Income, funding, sustainability** – The organisation is financially stable and sustainable for the long term. We have in place clear plans both for raising income and for ensuring we allocate donated funds where they can make the most impact.
- **Facility and operations** – Our facility meets the needs of our staff, volunteers and clients and we are equipped to deliver a Gold Standard crisis service and impactful additional services.