

Trussell Hunger in the UK

**Wave 2 Technical Report
August 2025**

Contents

1	Introduction.....	5
1.1	Background	5
1.2	Quantitative Research: Summary of approach	6
1.3	Qualitative Research: Summary of our approach.....	10
2	Questionnaire development.....	12
2.1	Questionnaire design: people referred to food banks	12
2.2	Overview of survey content	13
2.3	Changes to survey content compared with Wave 1.....	16
3	Quantitative sampling	19
3.1	Sample design: people referred to food banks	19
3.2	Sample design: general population survey.....	21
4	Quantitative data collection.....	22
4.1	Data collection: survey of people referred to food banks	22
4.2	Response rates: survey of people referred to food banks	25
4.3	Data collection: general population survey	26
4.4	Response rates: general population survey	26
5	Weighting and data validation	28
5.1	Weighting.....	28
5.2	Data validation and editing.....	30
5.3	Coding.....	31
5.4	Derived variables.....	32
5.5	Data protection	33
6	Regression analysis	35
6.1	Method	35
6.2	Data pooling and weighting.....	36
6.3	Modelling approach	38
6.4	Variables used for modelling.....	39
6.5	Results	42
7	Qualitative research material development	48
7.1	Recruitment materials	48
7.2	Topic guide	49
8	Sampling and recruitment	51
8.1	Overview of sample design	51
8.2	Recruitment approach	61
9	Qualitative data collection	64

9.1	Individual depth interviews.....	64
9.2	Interviewer briefing	64
9.3	Mainstage fieldwork.....	64
9.4	Safeguarding	65
10	Data management and analysis	67
11	Appendices	68
11.1	Cover letter (food bank survey)	
11.2	Invitation leaflet (food bank survey)	
11.3	Instruction sheet for food banks	
11.4	Food bank survey questionnaire (England)	
11.5	General population survey questionnaire	
11.6	Privacy notices	
11.7	Weighting targets for general population survey	
11.8	Regression modelling: sample overview	
11.9	Qualitative recruitment screeners	
11.10	Qualitative information sheets	
11.11	Qualitative privacy notices	
11.12	Qualitative topics guides	
11.13	Glossary of terms	
	Our standards and accreditations	

1 Introduction

1.1 Background

Hunger in the UK is a landmark research study conducted by Trussell¹, in partnership with Ipsos UK, to understand the scale and drivers of food insecurity across the UK.

The study explores:

- How common food insecurity is and how often food banks are used, including both those within Trussell's community and other charitable food provision providers.
- Which groups of people are most likely to experience food insecurity and need support from food banks.
- The factors that lead people to experience food insecurity and require support from food banks.

The study involves both quantitative and qualitative research with people referred to food banks, and also with the general UK adult population aged 18+. It includes a food bank survey, a general population survey and follow-up qualitative in-depth interviews with people experiencing food insecurity. The core objectives of the research are to understand people's lived experience, to enrich understanding of the drivers of food bank use, and the impact on both the individuals and their families. Regression analysis has also been carried out on a pooled version of the food bank and general population surveys to measure what factors predict the likelihood of someone needing to turn to a charitable food provider.

The study was first carried out in 2022 (Wave 1) and was repeated in 2024 (Wave 2) with some modifications and changes to the design including:

- Increasing the number of food banks participating in the study, from 99 in Wave 1 to 112 in Wave 2.
- Doubling a thank you payment from £5 to £10 to those who completed the food bank survey.
- Inclusion of hard copy survey packs in a range of different languages for the first time (only the online survey was available in different languages in Wave 1). Hard copy survey packs were also made available for the first time in Wave 2 in Welsh for food banks based in

¹<https://www.trussell.org.uk>

Wales. Please see Chapter 4 for a list of languages, and the number of survey packs provided in each language.

- Some small amendments to survey questions including inclusion of additional answer codes. A number of questions asked in Wave 1 were not repeated in Wave 2. Please refer to Chapter 2 of this report for more details about changes to the survey questions in Wave 2.
- Incorporating two boosts in the general population survey: (1) a sexuality boost to those who identify as lesbian, gay or bisexual; and (2) a boost to the racialised communities sample to increase those who are Black, Asian and other groups.

1.2 Quantitative Research: Summary of approach

1.2.1 Design

The overall objective of the research is to explore the life experiences and socio-demographics of people referred to food banks in Trussell's community, and to compare these with the UK adult population overall. To achieve this objective, Ipsos, in partnership with Trussell, designed two survey questionnaires in Wave 1 and built upon these in Wave 2. One of the questionnaires was designed for people referred to food banks, while the other was for a survey of the UK adult population aged 18+.

The research design for Wave 2 of Hunger in the UK largely followed the same structure as Wave 1 which, itself, built on previous research undertaken by Trussell in 2019 and 2021, titled *State of Hunger*.²

For both surveys, Ipsos opted for a robust self-completion survey methodology that would provide the best quality data. The proposed design worked well across all food bank models allowing Ipsos to collect data from all types of food banks.³ In line with Wave 1, a self-completion survey methodology using Ipsos's UK KnowledgePanel⁴ was also conducted for the general population survey. Both surveys use probability sampling principles and self-completion methodology, meaning that results are less likely to be impacted by mode effects⁵.

² See Trussell, *State of Hunger*, <https://www.trussell.org.uk/news-and-research/publications/report/state-of-hunger>.

³ Different models of food banks exist. Certain food banks have just one distribution centre (where food parcels are collected from or sent out for delivery), whereas other food banks can have multiple distribution centres. Food banks can also differ in size and capacity, with some having a mix of paid and volunteer staff and others being fully volunteer-led.

⁴ <https://www.ipsos.com/en-uk/uk-knowledgepanel>.

⁵ Food bank survey participants had an option to complete the survey over the telephone if they could not complete a postal or online survey. A small number (under 5 interviews) were completed by telephone.

1.2.2 Survey of people referred to food banks

The proposed design was to invite a sample of food banks to participate in the study and to reach people referred to food banks by including questionnaire packs in food parcels distributed over a specific time period. In order to ensure that this approach would be effective the study design included four stages:

1. A **scoping stage** to review how many food banks are in the Trussell community to sample, and to discuss the proposed research design with a small number of food banks and key stakeholders.
2. A **key learnings exercise** to review the experiences of a selection of food banks who took part in the survey in Wave 1.
3. A **design stage** to finalise the food bank survey questionnaires, as well as to finalise the research design based on the outcomes from the scoping stage and key learnings exercise.
4. **Main stage**, where of the 126 food banks invited to take part, 112 agreed to do so. Food banks were each asked to distribute 150 survey packs, which were sent to them in early May 2024. Some food banks then received additional packs, translated into foreign languages, on request. Food banks in Wales were each provided with 10-15 survey packs in Welsh. Fieldwork of the food bank study took place between late May and mid-July 2024, with the last date to receive completed questionnaires being 4th August 2024.

Scoping stage (January 2024)

- Numbers for sampling
- Discussions about initial design with food banks and stakeholders



Design stage (February / April 2024)

- Key Learnings Exercise
- Finalise questionnaire
- Finalise design based on scoping



Main stage (May to August 2024)

- Main recruitment and survey complete

Table 1.1 provides a breakdown of the number of participating food banks across England, Scotland, Wales and Northern Ireland, as well as an estimate of the number of survey packs distributed and the number of completed and validated questionnaires received, and response rates. Response rates in England, Scotland and Wales were generally in line with those achieved at Wave 1. However, the response rate in Northern Ireland was relatively low in Wave 2. Reasons for this are covered later in this report.

Table 1.1: Food bank survey

All nations and regions	Number of food banks taking part	Number of survey packs distributed ⁶	Number of completed and validated questionnaires received ⁷	Response rate (%)
England	71	10,650	2,686	25.22
Scotland	14	2,100	435	20.71
Wales	13	1,950	474	24.31
Northern Ireland	14	2,100	271	12.91
Total	112	16,800⁸	3,866	23.01

Please see Chapter 4 of this report for further details of data collection and response rates.

1.2.3 General population survey

In line with Wave 1, Ipsos opted to use the UK KnowledgePanel for the general population survey. This method was chosen since it would deliver sufficient sample sizes to analyse findings within the nations and regions of the UK and allow for comparison with the food bank survey. The UK KnowledgePanel is Ipsos's in-house random probability online panel. It provides a cost-effective and high-quality sample, with a single mode of data collection that minimises social-desirability effects.

The UK KnowledgePanel has been designed specifically to offer a premium and reliable source of nationally representative data. Panellists are recruited via a random probability, unclustered, address-based sampling method. This means that every household in the UK has a known chance of being selected to join the panel. Letters are sent to randomly selected addresses in the UK (using the Postcode Address File/PAF) inviting them to become members of the panel. Invited members are able to sign up to the panel by completing a short online questionnaire or by returning a paper form. Those who do not have access to the internet are offered a tablet and provided with internet access to allow them to take part in panel surveys which are online⁹.

To allow robust comparisons with the food bank survey findings, Ipsos recommended achieving c.4,400 completed surveys across the UK. This included a boost to achieve at least 500 completed surveys in Wales, Scotland and Northern Ireland, respectively, to allow for analysis across the UK

⁶ This figure is based on information provided by food banks. Not all food banks were able to confirm how many survey packs they distributed or Ipsos recruiters were unable to make contact with food bank staff after several attempts.

⁷ Participants who completed both a paper questionnaire and online questionnaire had their paper questionnaire discounted.

⁸ This figure excludes 305 survey packs in other languages (145 Welsh, 35 Polish, 15 Romanian, 30 Ukrainian, 40 Arabic, 20 Farsi, and 20 Urdu that were also distributed in addition to English language survey packs).

⁹ Studies completed on UK KnowledgePanel are fully representative of the UK population including the 4% of households who are considered 'offline'.

and by individual nations and regions within the UK. Further sample boosts were used to maximise the number of participants from racialised communities and who identify as lesbian, gay or bisexual¹⁰, with the aim to achieve 400-500 completed surveys for both groups. Ipsos drew a stratified random sample from all panel members aged 18+.

To mirror the main stage of survey fieldwork from the food bank survey, Ipsos also recommended undertaking the general population survey across three mini-waves, each lasting a week, between late May and late July 2024. Survey waves were undertaken as shown in Table 1.2. In total, 8,088 panel members were invited to take part in the survey, with 4,427¹¹ completed surveys received by the end of the fieldwork period. Response rates are generally in line with those recorded at Wave 1.

Table 1.2: General population survey

Wave 1 - Fieldwork period: 30/05 - 05/06	Panel members invited	Number of completed surveys achieved	Response rate (%)
England	1,645	892	54.22
Scotland	346	206	59.54
Wales	360	186	51.67
Northern Ireland	349	213	61.03
Total	2,700	1,497	55.44
Wave 2 - Fieldwork period: 24/06 - 03/07	Panel members invited	Number of completed surveys achieved	Response rate (%)
England	1,641	840	51.19
Scotland	347	209	60.23
Wales	359	191	53.20
Northern Ireland	347	222	63.98
Total	2,694	1,462	54.27
Wave 3 - Fieldwork period: 25/07 - 31/07	Panel members invited	Number of completed surveys achieved	Response rate (%)
England	1,639	854	52.10

¹⁰ This latter boost was conducted by targeting those who, according to panel data held, identified as lesbian, gay or bisexual in response to a question asking sexuality.

¹¹ While the survey was not designed to be a longitudinal survey, 927 panel members completed the Survey in Wave 1 and Wave 2.

Scotland	346	206	59.54
Wales	360	201	55.83
Northern Ireland	349	207	59.31
Total	2,694	1,468	54.49
Overall Total (all waves)	8,088	4,427	54.74

1.3 Qualitative Research: Summary of our approach

1.3.1 Design

The overall objective of the qualitative research was to understand what was driving people's need to use food banks, as well as why people facing hardship are not accessing charitable food provision. Specific objectives for this strand of the research were:

- 1 To understand the reasons **why a significant proportion of people are food insecure but not accessing charitable food provision**, including what barriers there are to accessing support and the potential trade-offs people are making in order to not use a food bank (or other forms of charitable food provision);
- 2 To understand **why people referred to food banks in the Trussell network may have not received advice from other services** prior to their food bank referral and how this situation might be improved; and
- 3 To understand the **longitudinal experience of the need for food banks**, including what can bring people out of poverty and destitution and away from needing support from a food bank (2 year and 6 month follow up).

Ipsos and Trussell identified a qualitative approach as most appropriate to investigate these objectives, enabling people to speak openly about their circumstances, describing them in their own words and in a way that made sense to their own experiences.

Participants were recruited from two different sample frames. For the first research objective, participants who had not accessed support from a food bank or another charitable food provider were recruited from a general population survey. For the second and third research objectives, participants who had accessed a Trussell community food bank, were recruited via the food bank survey.

1.3.2 Individual depth interviews

Reflecting the highly individualised nature of peoples' experiences, individual depth interviews were chosen as the most suitable method and were carried out across the three research objectives.

Research objective 1: qualitative depth interviews were carried out between August and October 2024 and comprised 35 depth interviews with people who had not accessed any form of charitable

food provision. During the depth interviews, Ipsos researchers explored why people who are facing hardship or food insecurity had not accessed any form of charitable food provision.

Research objective 2: qualitative depth interviews were carried out between October and November 2024, consisting of 15 depth interviews with people who have accessed a Trussell community food bank. The depth interviews explored why people referred to food banks may not have received advice from other services prior to their referral.

Research objective 3 (part 1 and part 2): qualitative depth interviews were carried out between July and August 2024 (part 1) and consisted of 20 individual depth interviews with people who had taken part in the food bank survey from Wave 1 of the research in 2022. The second part of this objective took place between January and February 2025. During the depth interviews Ipsos researchers explored in detail how people's circumstances may have changed. For part one, the changes that occurred were focussed on the past two years, whereas part two looked at changes over the last six months. This was to examine whether there were any differences in changes in the longer term, versus the shorter term.

To ensure a carefully planned and tested approach for each stage of interviewing, the design and data collection phases of the qualitative approach involved the following:

- 1 A design stage** which involved development of the research materials including a recruitment screener, information sheet, privacy notice and topic guide.
- 2 A briefing stage** during which the interviewing team were briefed on the research objectives, key considerations for the research audience including ethical and wellbeing concerns for both participants and interviewers and disclosure processes.
- 3 A recruitment stage** during which potential participants were contacted and invited to take part in an interview.
- 4 A fieldwork stage** during which interviews were completed. The initial interviewers were followed by a reflection's session on how the materials performed. The materials were updated based on this, where necessary, and used for the remaining interviews. Interim analysis sessions were conducted during fieldwork to understand the emerging findings.

An **analysis and data management plan** was also developed, utilising interview transcripts, interviewer analysis meetings, interviewer summary notes and analysis software NVivo13 to ensure a rigorous and structured approach to this.

2 Questionnaire development

2.1 Questionnaire design: people referred to food banks

The food bank survey was designed so that it could be either completed and returned as a paper questionnaire or completed online (via an online survey link). Offering participants two alternative options for completion was intended to improve response and representativeness. In the experience of Ipsos, people from more deprived areas, with lower educational qualifications, who do not own their homes and from racialised communities are generally less likely to respond to online surveys. Therefore, providing a paper self-completion option (and a postage paid envelope) helped to mitigate response bias and allowed participants to choose the response method that worked best for them. This was especially important for a research study such as this where the audience comprises a significant number of people experiencing hardship.

2.1.1 Design of the paper-format questionnaire

There were several factors considered in the design of the paper-format questionnaire: that the routing structure was clear, relatively simple and easy to follow; the survey was not too long to be off-putting or difficult to complete; and, that it was well designed and adhered to Dillman's principles¹². The essence of the Dillman approach is to ensure that the visual properties (size, font, brightness, contrast, colour and location) of questionnaire elements (words, numbers, symbols and other graphics) are used to reinforce the verbal messaging. For example, the layout should draw the reader's attention to the beginning of sections and questions, should guide their eye towards questions, answer codes and instructions in an appropriate order, and should encourage skips to be accurately followed.

2.1.2 Design of the online questionnaire

The online version of the food bank survey was designed to be as similar as possible to the paper-format questionnaire (although automatic routing could be included online). In the design of the online survey Ipsos adopted a 'mobile-first' approach, which considered the look, feel and usability of the questionnaire on a mobile device, following guidelines such as, standardising the question text, instructions and response options across devices and modes and harmonising the visual appearance of the questionnaire across devices.

¹² Dillman, D., Smyth, J. & Christian, L. (2014). *Internet, Phone, Mail and Mixed-Mode Surveys: The Tailored Design Method*, 4th edition. Hoboken, NJ: John Wiley

2.1.3 Questionnaire design: food bank survey

The content and nature of the questions in the food bank survey was informed by Trussell research priorities, the research questions of previous research (State of Hunger, 2019, 2021; Hunger in the UK Wave 1, 2022), and feedback received from participating Wave 1 food banks via a key learnings exercise.

2.1.4 Questionnaire design: general population

The general population survey was designed to replicate most of the questions included in the survey of people referred to food banks to allow for comparison. The design did contain some customisation (e.g. introductions were rewritten to account for the different context of the survey) and questions relevant to the general population sample were included. Further, a small number of questions asked in the food bank survey were not included in the general population survey. As with the food bank survey, the content and nature of some of the questions differed between nations, depending on the devolved policy context.

2.2 Overview of survey content

Table 2.1 summarises the content of each survey. As far as possible the questionnaires are adopted to be relevant for Northern Ireland, Scotland, Wales, and England. For example, sources of financial support reflected what was available in each nation e.g. Discretionary Assistance Fund in Wales, Universal Credit Contingency Fund in Northern Ireland etc.

Table 2.1: Questionnaire content of the food bank and general population surveys in order of questions

	Food bank survey 2024	General population survey 2024
Household composition, activities and employment		
Children in household (number and ages)	✓	✓
Adults in the household	✓	✓
Whether guardian or parent of child in household	✓	✓
Household living arrangements (relationship between adults in household)	✓	✓
Care giver (inside or outside the home)	✓	✓
Hours spent giving unpaid care	✓	✓
Hours spent working per week	✓	✓
Satisfaction with time spent working	✓	✓
Main activity / employment status (paid employment, type of contract)	✓	✓
Job/ employment entitlement	✓	✓
Reasons for not working	✓	✓

	Food bank survey 2024	General population survey 2024
Wellbeing		
SWEMWBS Welling scale	✗	✓
Long term physical or mental health conditions (including experienced by other members in the household)	✓	✓
Support from friends, family, community	✓	✓
Life events and housing		
Adverse life events in the last 12 months	✓	✓
Adverse economic events in the last 12 months (e.g. job loss, pay cut)	✗	✓
Experienced homelessness in the last 12 months	✓	✓
Current housing situation	✓	✓
Access to kitchen appliances	✓	✓
Finance		
Sources of income	✓	✓
Income from benefits	✓	✓
Income from benefits (WALES ONLY)	✓	✓
How long participant has claimed benefits	✓	✗
Reasons for not claiming benefits	✓	✗
Additional amounts in Universal Credit payments	✓	✓
Benefit reductions or deductions	✓	✓
Reasons for deductions	✓	✓
Benefit sanction in the last 3 months	✓	✓
Total household income (including banded question for General Population survey)	✓	✓
Household savings	✓	✓
Rent and/or mortgage payments (including banded question for General Population survey)	✓	✓
Current financial situation (including struggling to pay household bills)	✓	✓
Borrowing money or getting credit	✓	✓
Sources of support, cost of living and destitution status		
Applied or received support for people facing financial difficulty in the last three months	✓	✗
Skipped meals because couldn't afford to buy enough food	✓	✓

	Food bank survey 2024	General population survey 2024
Unable to dress appropriately for the weather	✗	✓
Unable to afford basic toiletries	✓	✓
Unable to heat their home on more than four days across a month	✗	✓
Unable to light their home on more than four days across a month	✗	✓
Slept rough for at least one night in the last month	✗	✓
Unable to afford to travel to an essential appointment	✓	✓
Contact with friends, relatives or neighbours	✓	✓
Food insecurity		
US Adult Food Security Module	✗	✓
Received support or advice before receiving the parcel from the food bank in the previous 3 months	✓	✗
Number of times received a food parcel in the last 12 months	✓	✓
Number of times used food pantry / social supermarket in last 12 months	✗	✓
Number of times used soup kitchen in last 12 months	✗	✓
Reasons for not using charitable food provision sources in last 12 months	✗	✓
Demographics		
Gender	✓	✓
Trans history	✓	✓
Sexual orientation	✓	✓
Currently pregnant	✓	✓
Age	✓	✓
Asylum status	✓	✓
Racialised community	✓	✓
Lived in Care as a child	✓	✓
Armed forces services	✓	✓
Immigration status	✓	✓

2.3 Changes to survey content compared with Wave 1

While this is a tracking survey¹³, some changes were made to the questionnaires compared to Wave 1. Changes were made to the survey to add greater depth existing questions and explore new themes.

Questions added:

The following questions were added to the survey(s) that were not asked in Wave 1 in 2022:

In both surveys:

- A question asking how many hours participants provide unpaid care per week.
- A question asking how many hours participants work per week, with a follow up question asking whether they are happy with the number of hours worked per week.
- A question asking participants in Wales which Welsh social security payments they or their partner were in receipt of.
- A question on access to various kitchen appliances.
- Demographic questions on whether participants or another member of their household are currently serving or have previously served in the UK armed forces.
- Immigration status.

General population survey only:

- Questions asking for banded income, rent and mortgage payments, with those participants who answered 'Prefer not to say' when asked for a numeric response routed to these questions.
- Questions asking participants who are considered to be food insecure / destitute but have not accessed charitable food provision in the last 12 months the reason for this. Spontaneous and prompted questions were included. Between the first and second mini-waves of the general population survey, three additional answer codes were added to the code list for the prompted question.

¹³ A tracking survey is designed to measure changes in behaviour, attitudes, and perceptions over a period of time.

Food bank survey only:

- A question asking about job/ employment entitlement.
- A question asking how long participants have been claiming social security payments.

Questions removed:**Both surveys:**

- Question asking whether household income has changed and if so, by how much.
- Question on drop in income due to social security payments.
- Question asking whether participants had experienced an unexpected one-off cost.
- Question asking whether participants had received advice/ or support offered by food banks.
- Question on benefits cap.
- Demographic question asking participants for their religion.
- Question on whether participants is behind on household bills and if any action followed this.

General population survey only:

- Questions on receipt of forms of financial support.
- Question on access to the internet.
- Question on supermarket used.
- Questions on attitudes towards food banks and ending the need for food banks.

Food bank survey only:

- Destitution questions on experience of being unable to dress appropriate for the weather, heat poverty, light poverty.
 - Question measuring the treatment received / experience at food bank.
 - Question on length of time claiming social security payments.
-

Questions amended:**Both surveys:**

- Additional answer codes were added to a question on job entitlements, with this question also being amended from a 'Yes/No' battery to a multi-code, pre-coded list.
- The demographic question on gender identity was amended – the question used in the Scottish Census on trans history was adopted as the model for this.
- Additional answer codes for why participants are not working at the moment.
- Additional answer codes for question asking about adverse life experiences.
- Additional answer codes for living situation.
- Additional answer codes for social security payments question, asking whether any entitlement received on top of standard universal credit.
- Write in option added for reason why participants had missed an appointment.
- Asylum seeker status question.

Food Bank survey only:

- Additional statements added to sources of support and cost of living questions.

3 Quantitative sampling

3.1 Sample design: people referred to food banks

The sampling design involves selecting a representative sample of food banks in the Trussell community across Northern Ireland, Scotland, Wales, and England. A decision was made to invite all participating Wave 1 food banks (78 out of 99 agreed), and to recruit a fresh sample of additional food banks to ensure a sufficient number of completed questionnaires could be received in each UK nation and region.

The original aim at Wave 1 was to achieve at least 2,500 completed questionnaires from people referred to food banks within Trussell's community. There was (and still is) a requirement to be able to make robust statements about the need for food banks in Scotland, Wales and Northern Ireland, and as such the sample was originally designed to achieve around 300 completed questionnaires each in Scotland, Wales and Northern Ireland and 1,600 in England. This balanced the requirement for boosts in each of these areas with the need to also provide robust data at a UK level.

However, at Wave 1 the final number of completed questionnaires received in each of Scotland, Wales and Northern Ireland had fallen short of the anticipated number of completed questionnaires. To mitigate this at Wave 2, it was decided to invite additional food banks in Scotland, Wales and Northern Ireland in anticipation that at least 300 completed questionnaires would be received in each of these regions. We knew from experience at Wave 1 that on average a response rate of around 20% in each recruited food bank would mean a requirement for more than 10 participating food banks in each of Scotland, Wales and Northern Ireland. However, in some of the nations and regions, there was a finite number of new food banks to sample and invite their participation in Wave 2 of the study.

Of the 21 food banks that could not take part in Wave 2, Ipsos looked to replace them on a like-for-like basis, and then to add new food banks given a shortfall in the number of completed questionnaires received in Wave 1 outside of England. Trussell provided Ipsos with food bank statistics for the period April to September 2023 on the basis that this would be similar in 2024 (for the intended fieldwork period). Ipsos reviewed the full list and removed any small food banks¹⁴ from the list before sampling to replace Wave 1 food banks, and to add additional food banks outside of England.

In total, based on Wave 1 food banks that had confirmed their participation and inclusive of new/additional food banks, a sample of 126 food banks was identified. Ipsos recruiters attempted

¹⁴ Food banks where it was considered likely that fewer than 150 vouchers to adults would have been given out within the fieldwork period.

to make contact with sampled food banks and 112 agreed to take part at Wave 2. Some of the food banks that could not participate at Wave 2 provided reasons for this including that they were understaffed or where not able to participate in the study on this occasion.

Drop-in information sessions were arranged by Trussell so that sampled food banks could understand what was involved and how they could help, with Ipsos presenting at these sessions. A copy of the slides is included in the appendices.

Table 3.1: Number of food banks sampled in Wave 1 and Wave 2

	Wave 2 Sample	Wave 1 Sample
England regions		
North East	5	5
North West	12	12
Yorkshire and The Humber	6	5
East Midlands	6	5
West Midlands	8	8
East of England	12	9
London	9	12
South East	10	10
South West	9	7
Nations and regions		
Scotland	14	13
Wales	18	13
Northern Ireland	17	13
Total	126	112

Table 3.2 provides a breakdown of the final number of participating food banks in England, Scotland, Wales and Northern Ireland. As can be seen, most food banks sampled and invited to participate in the study agreed to do so.

Table 3.2: Table: number of participating food banks at Wave 2

Nations and regions	Number of food banks taking part	
	Wave 2	Wave 1
England	71	63
Scotland	14	11
Wales	13	13
Northern Ireland	14	12
Total	112	99

During fieldwork Ipsos agreed a response protocol with Trussell as to how many times food banks would be contacted (by email or telephone) about how they were doing during the fieldwork period. This included checking if the food banks had received their survey packs, and if they have any queries about the study, including distribution of the survey packs. A copy of the response protocol is included in the appendices.

3.2 Sample design: general population survey

As the UK KnowledgePanel is a random probability survey panel, it does not use a quota approach when conducting surveys. Instead, invited samples are stratified (by education level and country) when conducting waves to account for any profile skews within the panel. Since the panel's inception in summer 2020, Ipsos has been running two waves of the survey per month. Response rates to most survey waves have been around 60% on average, and this provided a reliable guide when drawing the sample for the general population survey. Table 3.3 shows the number of panel members invited across the three waves, and the fieldwork period of each wave.

Table 3.3: Number of general population panel members invited

Wave	Fieldwork period	Panel members invited
1	30/05 – 05/06	2,700
2	24/06 – 03/07	2,694
3	25/07 – 31/07	2,694
Overall total		8,088

3.2.1 Sample profile

Table 3.4 provides a breakdown of the sample in terms of the number of panel members invited to take part by UK nations and regions, and the number who participated. Panellists in Scotland, Wales and Northern Ireland were over-sampled in order to reach the target of 500 completed surveys in each of the three nations and regions. Please see Chapter 5 for details about how survey data are weighted.

Table 3.4: General population sample profile

Variable	Invited ¹⁵	Number of survey completions
UK nations		
England	4,925	2,585
Scotland	1,039	620
Wales	1,079	580
Northern Ireland	1,045	642

¹⁵ Where figures do not sum to 6,800 this is because some participants said prefer not to say or don't know

4 Quantitative data collection

4.1 Data collection: survey of people referred to food banks

4.1.1 Accessibility

As with any survey, it is essential that people who do not speak or understand English are facilitated to take part in their own language. To ensure this, Ipsos provided a translated crib sheet to food banks to provide to anyone who might not have been able to understand what was asked of them when they visited a food bank and received a survey pack.

The following text has been translated into a number of different languages to help people who do not speak or understand English. The text was translated into Arabic, Bengali, Farsi, Romanian, Gujarati, Polish, Ukrainian, Punjabi, Urdu and Welsh. A copy of the translated crib sheet is included in the appendices of this report.

Question	Translated text
Who is carrying out the survey?	Ipsos, an independent research organisation, is carrying out the survey on behalf of Trussell, a charity that supports food banks, including the one you visited. You can find out more about Ipsos at http://www.ipsos.com/en-uk You can find out more about the Trussell by visiting https://www.trusselltrust.org/
What is this survey about?	The survey covers a range of topics such as your experiences using food banks, health, life events, housing, finances and sources of support. Your responses will help Trussell understand why people visit food banks and how they can be supported earlier on so they can afford the essentials in life.
How can I take find out more?	If you would like to complete the survey in a different language, please call the relevant number listed on your letter. Everyone who takes part in the survey will receive a £10 gift voucher.

Each survey pack included a letter with instructions and freephone contact telephone numbers in a range of different languages for participants to use for assistance. This included if they had any questions about the study.

During food bank recruitment, recruiters asked representatives to specify which, if any, additional foreign language packs their food bank were likely to require. Where the need for an additional language pack was identified, food banks were given five copies of the survey pack in the specified foreign language.

The number of hard copy foreign language packs dispatched is shown in Table 4.1. It was intended that where a participant had received a food parcel with an English language questionnaire, this would be swapped to an alternative language version if the participant made it known they needed

to complete the survey in another language. However, in reality, this might not have always happened. Some food banks may have distributed all 150 English language packs in food parcels, and then handed different language versions to people they knew would need the questionnaire and materials in other languages. Ipsos did not have control over this process.

Table 4.1: Number of survey packs in other languages

Language	Number of hard copy survey packs dispatched
Arabic	40
Farsi	20
Polish	35
Romanian	15
Ukrainian	30
Urdu	20
Welsh	145
Total	305

Additionally, two food banks requested materials/questionnaires in other languages after survey packs had already been printed and dispatched. This included one food bank based in Wales which asked for Ukrainian versions of the survey/materials, and one food bank based in England which asked for the survey/materials in Bengali. Electronic versions of the questionnaire and materials were emailed to the food bank representatives. It was considered the materials could be printed and distributed by the food banks on demand, although Ipsos did not have any control over this process. While there were no requests to the helpline to complete the survey in languages other than English, survey participants completed the survey in other languages as shown in table 4.2.

Table 4.2: Number of completed surveys received in different languages

Language	Number of completed surveys received in different languages (Online survey)	Number of completed surveys received in different languages (Postal survey)	Number of completed surveys received in different languages
Arabic	5	3	8
Bengali	3	0	3
Farsi	5	1	6
French	2	0	2
Gujarati	1	0	1
Polish	8	2	10
Portuguese	0	0	0
Punjabi	1	0	1
Romanian	4	1	5
Ukrainian	7	3	10
Urdu	3	1	4
Total	39	11	50

4.1.2 Eligibility criteria for participation

To be eligible to take part in the food bank survey, participants had to be referred to a food bank within the Trussell community and be at least 18 years of age. Information was included on the survey that people could receive the questionnaire more than once (for example, in an earlier food parcel), and that it would be fine to complete and return it more than once. Participants were asked to indicate on the survey if they had completed more than one copy of the questionnaire (see section 5.2 Data Validation and editing). However, for those who completed both an online and hard copy questionnaire, their hard copy questionnaire responses were discounted.

4.1.3 Role of Ipsos recruitment team during mainstage

The Ipsos recruitment team consisted of ten recruiters and one fieldwork manager to oversee progress. Recruiters received a full briefing by the Ipsos research team before commencing recruitment.

Each recruiter was assigned a batch of food banks and asked to recruit their food banks for the study. All food banks on the sample had a main contact name and telephone number. Recruiters made contact and explained the nature of the study and why it would be important to participate. Once food banks had been recruited, the Ipsos recruitment team kept in touch to ensure that we had the best address to send survey packs, and to ensure that food banks had distributed survey packs within food parcels between late May and mid-July 2024. A full record was kept, including how many survey packs had been distributed by each food bank, although some food banks were not always able to provide this information. While most food banks were able to distribute all of their survey packs, some food banks were unable to do this. For example, in a couple of very small food banks, there were not enough unique visitors to each receive a survey pack. The number of survey packs distributed was then used to establish a survey response rate.

4.1.4 Survey distribution

Due to some delays in the post, some food banks did not receive their survey packs from Ipsos until the first week in June, although this did not have any impact on the survey findings. Food banks were asked to place packs into all parcels distributed from 30th May. For larger food banks, their survey packs were distributed faster than for smaller ones. Where food banks had more than one distribution centre¹⁶, food banks were asked how many food parcels each centre was likely to distribute in the relevant time period and then to send the survey packs out to the largest centres with the aim of managing to distribute all 150 within the relevant time period. The rules were designed to make the distribution of packs as easy as possible for the food banks. The recruiters

¹⁶ A food bank is an independent charity that manages getting food parcels to those who have been referred to them. Distribution centres are then operated by a food bank and are the places where people referred to a food bank come to pick up food parcels, or the location from which food parcels are sent out for delivery.

were provided with full instructions so that they could work with the food banks to ensure that food banks understood how best to distribute the packs.

4.2 Response rates: survey of people referred to food banks

Table 4.3 shows the number of food banks participating in the survey in each UK nations and region, and response rates.

Table 4.3: Response rates for survey of people referred to food banks

Nations and regions	Number of food banks taking part	Number of completed questionnaires received ¹⁷	Minimum target number of survey completions	Minimum target achieved
England	71	2,686	1,600	Yes
Scotland	14	435	300	Yes
Wales	13	474	300	Yes
Northern Ireland	14	271	300	No
Total	112	3,866	2,500	Yes

While the expected number of survey completions was achieved in England (+1,186), Wales (+174), and Scotland (+135), there was a shortfall in Northern Ireland (-29, 90.3% of the target of 300). Some of the food banks participating in the study received fewer than expected numbers of completed questionnaires which had an impact on the overall response rate¹⁸. However, the shortfall is small, so the impact on the levels of confidence in the data is minimal.

4.2.1 Query management

From the beginning of the data collection a dedicated telephone helpline and email address (FoodBankSurvey@ipsos.com) were available for participants to contact if they had any queries about the survey. A list of freephone telephone numbers is included on the reverse of the information letter and is included in the appendices of this report. Telephone queries were first recorded by an answer machine and a member of the research team returned the call when they had identified an appropriate solution. Each query was followed up individually within five working days. The most common queries were regarding the voucher incentive.

¹⁷ Participants who completed both a paper questionnaire and online questionnaire with the same survey identification number had their paper questionnaire discounted.

¹⁸ Sampling assumed a consistent response rate across all food banks, however, some did not return any or a very small number.

4.3 Data collection: general population survey

4.3.1 Recruitment of panel members

Panelists are recruited via a random probability unclustered address-based sampling method. Letters are sent to selected addresses in the UK (using the Postcode Address File) inviting them to become members of the panel. Invited members are able to sign up to the panel by completing a short online questionnaire or by returning a paper form. Up to two members of the household can sign up to the panel.

4.3.2 Accessibility

In line with the online food bank survey, the general population survey was designed using a 'mobile-first' approach. The questionnaire was also compatible with screen reader software to help participants requiring further accessibility.

4.4 Response rates: general population survey

The fieldwork period was staggered across the summer to reflect the fieldwork period from the survey of people referred to food banks. Table 4.4 shows the number of panelists invited to take part in the survey and response rates for each wave of the survey. Around 55% of panel members invited to take part in the survey did so, and this is in line with the average response rate of UK KnowledgePanel surveys in 2024.

Table 4.4: Response rates for general population survey

Wave	Fieldwork period	Panel members invited	Number of completed surveys	Response rate (%)
1	30/05 - 05/06	2,700	1,497	55.4
2	24/06 - 03/07	2,694	1,462	54.3
3	25/07 - 31/07	2,694	1,468	54.5
Total		8,088	4,427	54.7

Table 4.5 provides a breakdown of overall number of panel members invited to take part in the general population survey, and response rates by UK nations and regions. Response rates ranged from 59.7% in Northern Ireland and Scotland to 52.5% in England.

Table 4.5: Number of panel members invited to take part in the general population survey, and response rates by UK nations and regions

UK nations and regions	Number of panel members invited	Number of completed surveys received	Response rate (%)
England	4925	2585	52.5
Scotland	1039	620	59.7
Wales	1079	580	53.8
Northern Ireland	1045	642	59.7
Total	8088	4427	54.7

4.4.1 Thank you payments

Panel members receive KnowledgePanel points for each survey they complete. Points are accumulated and are converted into high street shopping vouchers once £10 worth of points have been built up. For the general population survey, panel members received the equivalent of £1.50 worth of points for completing the survey.

5 Weighting and data validation

5.1 Weighting

5.1.1 Weighting: survey of people referred to food banks

The weights were calculated using rim weighting¹⁹ to household-level population estimates obtained from the Trussell database for all people referred to a food bank in the Trussell community between April to August 2024. The measures used for weighting could be derived both from the survey and the Trussell database and were consistent with measures used for Hunger in the UK Wave 1: regions and nations; number of visits to a food bank in the previous year; household composition; and age group.

There was missing data in the survey for all the measures included in the calibration, ranging from 5.9% for age, 7.4% for household composition to 16.3% for number of visits to a food bank in the previous year; only nations and regions had complete data as that was derived from the food bank and so was available for all participants. To include cases with non-response in the weighting, we had to include missing as a category in the rim weighting. The percentage missing in the population profiles was set to be the same as the percentage missing in the survey, with the percentage for the non-missing categories adjusted accordingly so that the percentages for all the categories summed to 100%. This approach means that no net adjustment is made to the weights for a measure when it is missing.

The calibration weights were trimmed at the 2.5th and 97.5th percentiles to reduce their variance and hence improve the statistical efficiency, and then re-scaled to have a mean of 1.

Table 5.1: compares the population profiles, derived from the Trussell database, against the unweighted and weighted profiles for the sample.

Table 5.1: Comparison of weighting targets against unweighted and weighted survey profiles

Measure	Population	Sample: Unweighted	Sample: Weighted
Household composition			
one adult, no children	43.6%	36.8%	43.3%
one adult, children	17.0%	16.6%	17.1%
more than one adult, no children	13.3%	19.4%	13.4%
more than one adult, children	18.6%	19.8%	18.7%
missing	7.4%	7.4%	7.5%

¹⁹ Rim weighting generates weights that adjust the profiles in the survey estimates for the measures that are included in the rim weighting, so that they match the external population estimates.

Age group			
18 to 24	6.8%	5.7%	6.7%
25 to 34	20.7%	19.8%	20.6%
35 to 44	28.4%	27.8%	28.4%
45 to 54	20.6%	20.5%	20.6%
55+	17.6%	20.3%	17.8%
Missing	5.9%	5.9%	5.9%
Regions in England			
North East	4.9%	5.0%	4.9%
North West	12.8%	9.6%	12.7%
Yorkshire and The Humber	7.5%	5.5%	7.4%
East Midlands	4.9%	4.6%	4.9%
West Midlands	9.3%	8.2%	9.4%
East of England	10.7%	11.5%	10.7%
London	13.0%	10.1%	13.0%
South East	9.3%	9.5%	9.4%
South West	8.8%	5.6%	8.6%
Other nations and regions			
Scotland	9.2%	11.3%	9.3%
Wales	7.2%	12.3%	7.2%
Northern Ireland	2.3%	7.0%	2.4%
Number of visits in previous year			
Once	35.0%	22.9%	34.6%
2 or 3 times	23.0%	29.0%	23.1%
4 to 6 times	14.6%	15.3%	14.7%
More than 6 times	11.0%	16.5%	11.2%
Missing	16.3%	16.3%	16.4%

5.1.2 Weighting: general population survey

Ipsos employed a design weight to correct for unequal probabilities of selection of household members – to account for varying household sizes.

Calibration weights were also applied using the latest population statistics relevant to the surveyed population to correct for imbalances in the achieved sample. England, Scotland, Wales and Northern Ireland were each weighted separately while an additional weight was created for the United Kingdom to account for any over or under sampling within each of the nations or regions.

The calibration weights were applied in two stages:

- The first set of variables were (using ONS 2022 mid-year population estimates as the weighting targets): An interlocked variable of gender by age, and region.

- The second set were (using ONS 2022 mid-year population estimates and the ONS Annual Population Survey as the weighting targets): Education, Racialised communities, Index of Multiple Deprivation (quintiles), number of adults in the household and sexuality.

5.2 Data validation and editing

5.2.1 Editing postal data (including rules applied)

In line with standard procedures on a mixed-mode survey such as this, the online food bank questionnaire was taken as the basis for data processing. Once that was processed, a data map/dictionary was used to match the data from the postal questionnaire with the online data.

The postal data were subject to errors introduced by participants and subsequently edits were required for this data. There are five key principles to editing postal data which were drawn upon for this:

- Forward editing was applied to all filtered questions. If a participant was eligible to answer a question but had not, they were assigned a code of -99 "Missing".
- A small number of back edits were applied to a handful of variables. If a participant had answered a question but had not answered "yes" at the previous filter question a back edit was applied. This was only done on variables specified by Trussell as the forward editing approach handles the majority of the cleaning required.
- A specification was created by Trussell that set out a number of variables which needed to be edited to directly match the online routing. This was applied as a post field edit to the postal data only.
- If a single-code question was incorrectly answered as a multi-code question, then the responses were set to -7 "Input error".
- Extreme values from numeric questions (e.g. number of children in household, income questions) were set to -7.
- For multicode variables that also had an exclusive code (such as "don't know"), answers were edited so that valid multicode options took priority, and conflicting exclusive codes were deleted. Where there were several exclusive codes, a hierarchy was applied.

5.2.2 Editing online/combined data

Further post field edits were made to the general population survey data and the combined food bank survey data. They are summarised below:

- Income/rent/mortgage amount: These questions asked for a numeric response to be entered by the participant, with no constraints set. The full range of answers were analysed, and those deemed to be extreme values were set to -7 "Input error".

- For questions on income, rent and mortgage payments in the general population survey, where participants answered 'Prefer not to say' to the numeric question but gave a valid response at the subsequent banded follow-up, in the individual-level data files they have been coded to a random value within the banded range selected.

5.2.3 Duplicate responses

For the survey of people referred to food banks, cases were removed from the data if the participant completed both the online and the postal survey for the same unique serial. In these instances, the online questionnaires were prioritised as that represents a more complete set of data and allows for more sophisticated routing. There were 79 such duplicates removed from the data.

Participants who indicated that they had completed more than one survey and had visited a food bank more than once in the last 12 months were also considered to have given duplicate responses, unless a duplicate postal survey for their unique serial had already been removed. 155 cases were removed matching this criteria. One participant who gave an age below 18 was also removed from the data. In total, 235 cases were removed from the data.

5.2.4 Data checks

The online questionnaire includes some built-in routing and checks within it, whereas the postal questionnaire relies on correct navigation by participants and there is no constraint on the answers they can give. Firstly, the data is checked using the questionnaire and applying a check for each filter to ascertain whether a participant correctly followed the routing. This checks 100% of the questionnaire and is run separately on the raw postal data and the raw online data. Once the data was checked, a list was produced that identified which variables required an edit and this largely related to the postal data.

5.3 Coding

Coding was done by Ipsos on open ended categories for eleven questions (jbterms_b, nojbreason_b, desttravel_b, advice1_b, gend1_b, gend2_b, m_sexual_orientation_b, nonuser_sp_b, nonuser_pr_b, ethnicity_b and immigstatus_b). A codeframe was created for each question with an open-ended response category. Coding is the process of analysing the content of each response based on a system where unique summary 'codes' are applied to specific words or phrases contained in the text of the response. The application of these summary codes and sub-codes to the content of the responses allows systematic analysis of the data.

Ipsos used a web-based system called Ascribe to manage the coding of all the text in the responses. Ascribe is a system which has been used on numerous large-scale consultation projects. Responses were uploaded into the Ascribe system, where members of the Ipsos coding team worked systematically through them, either back-coding responses to existing codes in the question or applying new codes. After this, the coded data was appended to the datasets.

5.4 Derived variables

Derived variables were created as per the specification provided by Trussell, with syntax used from Wave 1 applied to create these (where questions were consistent). Some derived variables were created to combine the original categories from a question into broader categories. These derivations can be identified in the dataset by the “_comb” suffix.

Other derived variables were more complex and required using responses from multiple variables. These derivations can be identified in the dataset by the “_dv” suffix. For illustrative purposes, derivations of particular interest are described below:

- Working members in a household: Derived variables were created to establish whether, i) anyone in the household was working, ii) multiple people in the household were working, and iii) the respondent was working. A case was categorised as having someone in the household working if; the respondent described their main activity as being in work (either full-time employee; part time employee; self-employed or freelance; or on maternity or paternity leave) and/or answered that they were in paid work (either yes, one paid job; or yes, more than one paid job), and/or that another member of the household was in work (either working full-time as an employee; working part-time as an employee; or self-employed or freelance). A case was categorised as having multiple people in the household working if all of those conditions were true.
- Destitution: This derivation was created to establish if respondents were “destitute” by assessing whether they met the criteria for being destitute on essentials or destitute on income (or both). Respondents were categorised as being destitute on essentials if they were lacking two or more essentials as defined by the survey (Answered “Yes” to two or more of destfood_a, destclothing_a, desttoiletries_a, destheating_a, destlighting_a, and destroughsleep_a). Respondents were categorised as being destitute on income if their calculated income after housing costs (incomeAHC_dv_a) was below a specified threshold, dependent on their household structure. For example, a respondent would be destitute on income if they were:
 - A single person with an income below £95 per week, after housing costs.
 - In a couple living on their own with an income below £145 per week, after housing costs.
 - In a couple with two dependent children with an income below £205 per week, after housing costs.
- Derived variables for income before housing costs (BHC) and after housing costs (AHC) were created using the modified OECD scales. Income BHC was taken from the income question (inctot_a) and converted to a weekly amount, or set to zero if a respondent answered that they have no income (income_a). Income AHC was calculated as income (incomeBHC_dv_a) minus any rent and/or mortgage payments (housingcosts_dv_a). Equivalence values for BHC

and AHC were then assigned to each respondent depending on their household structure, and their income was then divided by that value. For example:

- The BHC equivalence value for a household containing a couple with one fifteen year old child and one eleven year old child would equal the sum of 0.67 for the first adult, 0.33 for an additional adult, 0.33 for a child aged 14 years and over, and 0.2 for a child aged under 14 years (a total of 1.53). If the household had a weekly BHC income of £500 per week, this would be divided by 1.53 to arrive at an equivalised BHC income of £327 per week.
- Food insecurity: The full ten-item adult HFSSM scale was used to measure household food security. A derived variable was created to give a food security status to each household. Respondents were assigned one point for; every answer of “Often true” or “Sometimes true” at foodinsecurity1_a, foodinsecurity2_a, and foodinsecurity3_a; every answer of “Yes” at foodinsecurity4_a, foodinsecurity6_a, foodinsecurity7_a, foodinsecurity8_a and foodinsecurity9_a; and every answer of “Almost every month” or “Some months but not every month” at foodinsecurity5_a and foodinsecurity10_a. These points were summed to create a score, and food security status was assigned as follows:
 - 0 – “High” food security
 - 1-2 – “Marginal” food security
 - 3-5 – “Low” food security
 - 6+ – “Very low” food security.

Cross checks were carried out to ensure the logic used in the syntax to create the derivations was valid. Some derived variables were based on one question (for instance age) and these were checked by running tabulations on SPSS from the question they were derived, to check that the codes fed into the groups on the cross-breaks. If the derived variables were more complex and based on more than one question, e.g. destitution, more thorough checks were carried out. For example, the variable would be created independently by another data manager to ensure that the syntax was correctly created. The checker also ran the syntax themselves to check that they could replicate the results in the data.

For further details, please refer to the survey metadata which is published as a standalone annex alongside this report.

5.5 Data protection

All who took part in the research were provided with access to a study privacy notice. A copy of the food bank survey privacy notice used for the food bank survey is included in the appendices of this report. A copy of the study privacy notice UK KnowledgePanel members receive is included [here](#).

All personal and identifiable information (PII) received by Ipsos was held securely and in line with the requirements of the UK GDPR and Data Protection Act (2018). A data sharing agreement was also signed by Ipsos which covered what personal data would be collected, how it would be used, and how long it would be retained for. All personal data held by Ipsos was done so securely on a secure drive with datafiles encrypted with a strong password only known to the research team.

Ipsos postal and scanning teams purchased electronic and paper vouchers from Love2Shop and administered these vouchers to participants who took part in the food bank survey. Personal identifiable information (PII) that was used for the purpose of administering vouchers was stored securely by Ipsos and securely destroyed following the close of fieldwork.

Trussell were not provided with any personal data from Ipsos – only anonymised survey data was provided in the format of computer tables and SPSS datafiles.

6 Regression analysis

Ipsos UK's Data Analytics team have also carried out binary logistic regression modelling using the Wave 1 and 2 data on behalf of Trussell. This has been undertaken to explore the possibilities of developing a model to help understand which factors predict the likelihood of someone needing to turn to a food bank for charitable food provision. The project also explored the feasibility of pooling data from separate survey sources, which was required to ensure a large enough sample for robust analysis of people with experiences of turning to a food bank for support.

6.1 Method

To carry out this regression analysis, data from separate general population and food bank surveys, undertaken in 2022 and 2024, have been pooled together. This created a pooled dataset comprising responses from 14,605 participants.

The main variable (the dependent variable) used in this analysis was based on responses to a question in the general population surveys, which asked participants if they had used any form of charitable food provision in the previous 12 months. However, due to the small sample size amongst people who had accessed charitable food provision, the ability to draw robust conclusions from this data was limited. In response to this issue, data from the food bank surveys was pooled to boost the sample size of people in the general population who had accessed charitable food provision, whilst still reflecting the characteristics of the general population.

As a result, a significant proportion of this project was dedicated to developing a method to combine and weight the data to ensure the analysis was as robust as possible and appropriately reflects the characteristics of people who have accessed charitable food provision in the general population. Further detail regarding this process is included in the method section (section 4).

Following the creation of the pooled dataset, three separate models have been run. These separate models explore food bank usage among the following groups:

- **The UK general adult population** (general population group, sample size of n=14,605);
- **People in receipt of means-tested social security payments** (social security-recipient group, sample size of n=6,526); and
- **People in paid work** (in-work group, sample size of n=4,834)²⁰.

²⁰ The latter two subpopulations were not mutually exclusive, i.e. people in work could be receiving means-tested benefits and vice versa.

These three separate models have been run to explore whether there are any differences in the predictors of food bank usage between the overall UK population and these two specific population sub-groups of interest.

The general population model included people from all walks of life and enables an investigation into characteristics generally associated with risk. The addition of two subgroup models among the population in receipt of means-tested social security payments and those in paid work allowed for it to be explored whether characteristics emerged as more or less important among groups who, on average, were more or less vulnerable. As such, a characteristic influential in predicting accessing support from a food bank in one subgroup may not have the same relationship with this in another subgroup. This knowledge can help better understand how risk factors may be affected contextually.

Initial modelling was conducted using data from the Wave 1 surveys conducted in 2022. The agreed upon model has then been applied, with some minor adaptations, to a merged data set from across the two waves of research.

6.2 Data pooling and weighting

Accessing support from a food bank is a relatively rare phenomenon among the general population (around 3.7%). Hence, without adjusting sampling rates, unless it is a very large sample, few people who have accessed support from a food bank will be found in a sample from the general population. In an ideal world, where food bank experience was known in advance and available to the survey design, differential sampling rates could be used with people accessing support from a food bank being selected at a much higher rate than those who have not done so. This approach would give a large enough sample of people who have accessed a food bank to undertake more detailed analysis, and appropriate weighting would adjust for the differential sampling rates to give unbiased estimators from the survey. This is an example of a stratified sample design, where people are stratified into one of two groups defined by whether they have accessed support from a food bank or not. However, such stratification is not possible a-priori because food bank experience is not known in advance and, as such is not available to the sampling frame.

To carry out the regression analysis, data from the separate general population and food bank surveys from across the two waves have been pooled together. For both Wave 1 and Wave 2, the general population survey was carried out across three separate mini-waves on Ipsos UK's UK KnowledgePanel, an online random probability panel, with responses received from 8,375 adults aged 18+ (3,948 in Wave 1, 4,427 in Wave 2). The food bank survey was undertaken among participants referred to a randomly selected sample of food banks in the Trussell community across the UK (with 99 food banks participating in Wave 1 and 112 in Wave 2). Across the two waves, 6,429 participants completed a survey (2,563 in Wave 1 and 3,866 in Wave 2).

Each survey was weighted to be representative of characteristics associated with its population definition:

- For the food bank survey, weights were calculated using rim weighting to household-level population estimates obtained from the Trussell database for all people referred to a food bank in the Trussell community from April to August 2022 (for Wave 1) and May to August 2024 (for Wave 2). These were measures that could be derived both from the survey and the Trussell database with the data weighted according to: regions and nations; number of visits to a food bank in the previous year; household composition; and age group.
- For the national population survey, a design weight was first employed to correct for unequal probabilities of selection of household members – to account for varying household sizes. Calibration weights were also applied using the latest population statistics to the surveyed population to correct for imbalances in the achieved sample. England, Scotland, Wales and Northern Ireland were each weighted separately while an additional weight was created for the United Kingdom / for Great Britain to account for any over- or under-sampling within each of these nations or regions. Calibration weights were applied in two stages. The first set of variables (using ONS 2020 mid-year population estimates as the weighting targets) were an interlocked variable of gender by age, and region. The second set of variables were (using ONS 2020 mid-year population estimates and the ONS Annual Population Survey as the weighting targets) education, racialised communities, Index of Multiple Deprivation (quintiles), and number of adults in the household. For Wave 2 in 2024, an additional sexuality weight (with targets set according to ONS Annual Population Survey estimates) was also applied to account for the fact that a boost was conducted among those identifying as lesbian, gay or bisexual.

In order to pool the food bank and general population surveys, the food bank population was treated as a sub-population of the general survey from which the Ipsos Knowledge Panel was selected. There were 8,375 cases in the general population survey, of which 245 reported having accessed support from a food bank (118 in Wave 1, 127 in Wave 2), and 6,429 cases in the food bank survey (2,563 in Wave 1, 3,866 in Wave 2). The two strata, those who have and have not accessed support from a food bank, were constructed post-hoc, rather than in advance. Those people in the general population who accessed support were combined with the food bank survey participants to create the food bank experience stratum and the remainder of the general population survey were placed into the stratum who have not accessed such support. This approach was undertaken separately for each survey wave and then the two survey waves were pooled into a single dataset.

At Wave 1, the 118 cases experiencing food bank support from the general population were combined with the 2,563 cases from the food bank survey to create the food bank stratum with 3,830 cases in the non-food bank stratum. A combination weight was then constructed that adjusted the food bank stratum to generate the same percentage of food bank experience in the pooled sample that was shown in the general population. The general population survey showed that the weighted percentage was 3.7% who had accessed support from a food bank. This is akin to adjusting for the differential sampling probabilities had they been applied a-priori. The final weight was therefore an adjustment of each survey's original weight downwardly adjusted for the

food bank stratum (0.09) and upwardly adjusted for the non-food bank stratum (1.6), with the weights scaled to reflect the size of the pooled survey. The final Wave 1 weight maintains the two original weighting schemes for each survey and combines them together broadly to reproduce the distribution of the general population survey. Consequently, the weighted pooled Wave 1 survey also showed that 3.7% of people accessed support from a food bank. The same procedure was followed to create the Wave 2 pooled dataset and weight.

The pooled sample size across the two waves of data comprised 14,804 cases (6,511 from Wave 1, 8,293 from Wave 2), which was reduced to 14,605 available for analysis (6,312 for Wave 1, 8,293 for Wave 2), after cases with missing values on the weight variable were excluded from the dataset. In general, cases with missing values were converted into a specific category and included in the models to avoid losing many cases from the analysis. However, missing values on the weight value require exclusion from the analysis.

6.3 Modelling approach

Initially, the Trussell Policy Research team identified a pool of characteristics they wished to explore in the models, with these categorised into five themes:

- Socio-demographics;
- Income, debt and savings;
- Work and labour market status;
- Social security payments; and
- Health, care and social support.

Some of the variables in each theme were effectively very similar measures of the same characteristic, for example the count of household debts and the count of debts in arrears. Adding multiple characteristics that are essentially measuring very similar phenomena is counterproductive in the modelling for both technical and substantive reasons. Technically, it can cause the model to fail to provide meaningful estimates and to fail to converge. Substantively, counter-intuitive findings can emerge where two versions of the same characteristic have opposite effects and effectively cancel each other. Thus, it was necessary to prune the pool of initial variables. This was done partly through running preliminary models, within each theme, and partly in discussion with Trussell to ascertain which of the potential candidate variables was of greater substantive interest. A subset of key variables was then selected from each theme and used for each of the three population regression models (except for benefit receipt in the benefit population). Using a consistent selection of variables across the three models permitted a more coherent picture across the three populations because each model consistently controlled for the same set of characteristics.

The models were run using the R Survey package using the general linear model setup with log link and quasi-binomial error term, which is a binomial logistic regression model. The survey weight was included in the regression model and specified in the R Survey design object. The benefit and working subpopulations were constructed through sub setting the design object of the general population rather than through sub setting the data and constructing a design object on the sub-set data. Where cases had missing values in the predictor variables, a separate category was created to ensure that legitimate responses on other variables were not lost to the analysis. These missing value categories have no substantive interest for reporting the analysis and have been excluded from the results tables.

The fitted models tended to be over-dispersed but standard errors and significance tests were adjusted for over-dispersion. Investigations into reducing the dispersion would have required removing some of the variables of interest, so the over-dispersed models were reported.

6.4 Variables used for modelling

Table 6.1 contains details of the variables that have been included in the final model and the categories within these. The reference category is indicated by '(RC)'.

For some of the variables, data is incomplete (such as because a participant refused to answer the question, or – in the case of the food bank survey – did not provide a response for a question). Where participants have missing data, they have not been excluded from the analysis. Instead, a category has been created within each variable for participants with missing data²¹.

Income data have not been included within the model. Given existing evidence points to the crucial link between income and financial difficulties and food bank usage, income variables are something that we would have liked to have included. However, levels of missing data for the available income variables – primarily a consequence of survey participants refusing to provide this information or giving incomplete details related to their income – meant there was the potential for the coefficients of the available income data to be misleading.

Table 6.1: Final variables and categories

	Categories
In receipt of social security payments²²	No (RC) / Yes

²¹ This decision was made to ensure that large numbers of cases were not excluded 'listwise' from the analysis. These categories have no substantive interest and have been excluded from the results.

²² This is defined as in receipt of one or more of Universal Credit, Housing Benefit/Local Housing Allowance, Employment and Support Allowance, Jobseeker's Allowance, Income Support, Child Tax Credit, Working Tax Credit, Scottish Child Payment and Pension Credit.

This variable was not included as an independent variable for the benefit population model as only those in receipt of means-tested benefits are included in this model.

Number of social security payments issues faced (for example, a sanction or reduction in payments due to the bedroom tax)	0 Social security payments issues (RC) / 1 Benefit issue / 2 or more benefit issues <i>Missing data on benefit issues</i>
Number of household bills in arrears	0 Household bill arrears (RC) / 1-2 Household bill arrears / 3 or more household bill arrears
Savings	Has savings / Does not have savings (RC) <i>Missing data on whether has savings</i>
Age	<25 (RC) / 25-34 / 35-44 / 45-54 / 55-64 / 65+ <i>Age missing</i>
Racialised communities	White (RC) / Mixed / Multiple racialised community background / Asian / Asian British / Black / Black British / Other racialised community group <i>Racialised communities data missing</i>
Number of other adults in household	No other adults (RC) / 1 other adult / 2 other adults / 3 other adults <i>Number of other adults in household missing</i>
Presence of children in household	Children present / No children present (RC) <i>Presence of children data missing</i>
Gender	Female (RC) / Male / Other <i>Gender data missing</i>
Currently homeless, or experienced homelessness in the last 12 months	No (RC) / Yes <i>Missing data on homelessness</i>
Was in care as a child (care leavers)	No (RC) / Yes <i>Missing data on whether in care</i>
Has a physical disability	No (RC) / Yes <i>Missing data on health condition(s)</i>
Has a long-term physical condition or illness	No (RC) / Yes <i>Missing data on health condition(s)</i>
Has a mental health condition	No (RC) / Yes <i>Missing data on health condition(s)</i>
Has a learning disability or learning difficulty	No (RC) / Yes <i>Missing data on health condition(s)</i>
Frequency of social contact with relatives, friends or neighbours	More than once or twice a week (RC) / Once or twice a week or a month / Less than monthly or never <i>Missing data on social contact</i>
Has experienced one or more negative life events in the last 12 months²³	No – zero negative life experiences (RC) / Yes – one or more negative life experiences <i>Missing data on negative life experiences</i>
Number of social support types (family, friends or community) the participant can rely on if they have a serious problem	0 sources (RC) / 1 source / 2 sources / 3+ sources <i>Missing data on sources of social support</i>

²³ For example, bereavement or a family relationship breakdown.

Caring responsibilities for someone with a long-term health condition or problems related to old age	No (RC) / Yes <i>Missing data on caring responsibilities</i>
Number of people in work in household	0 workers in household (RC) / 1 worker in household / 2 workers in household <i>Missing data on workers in household</i>
Is on a zero-hour contract²⁴	No (RC) / Yes

²⁴ Not included as an independent variable in the benefit population model.

6.5 Results

This section provides detailed tables containing results for each of the three models.

Table 6.2: General population model results

	Odds	Odds Lower CI	Odds Upper CI	T-Value	P-Value
(Intercept)	0.08	0.01	0.44	-2.87	0.01
Gender: Male	1.08	0.89	1.30	0.78	0.44
Gender: Other	1.04	0.53	2.03	0.12	0.90
Age 25-34	1.24	0.91	1.68	1.37	0.17
Age 35-44	1.63	1.11	2.39	2.51	0.01
Age 45-54	1.72	1.28	2.30	3.61	0.00
Age 55-64	1.02	0.71	1.46	0.08	0.93
Age 65+	0.37	0.25	0.54	-5.04	0.00
Racialised communities: Mixed / Multiple	1.32	0.96	1.81	1.69	0.10
Racialised communities: Asian / Asian British	0.79	0.53	1.17	-1.19	0.24
Racialised communities: Black / Black British	1.61	0.78	3.31	1.30	0.20
Racialised communities: Other	1.57	1.08	2.29	2.35	0.02
1 other adult in hhold	0.65	0.59	0.72	-8.85	0.00
2 other adults in hhold	0.42	0.37	0.48	-12.87	0.00
3 other adults in hhold	0.38	0.31	0.46	-9.37	0.00
Children in hhold	1.10	0.94	1.29	1.22	0.23
1 worker in hhold	0.18	0.16	0.21	-24.76	0.00
2 workers in hhold	0.08	0.04	0.16	-7.17	0.00
Experienced homelessness	11.81	10.12	13.79	31.27	0.00

	Odds	Odds Lower CI	Odds Upper CI	T-Value	P-Value
Physical disability	1.10	1.00	1.20	2.03	0.05
Long-term physical condition / illness	0.64	0.52	0.80	-3.93	0.00
Mental health condition	1.25	1.11	1.41	3.70	0.00
Learning difficulty / disability	1.77	1.39	2.24	4.70	0.00
1+ caring responsibilities	0.58	0.50	0.67	-7.38	0.00
Social contact: Once or twice a month or more	1.03	0.92	1.17	0.55	0.58
Social contact: Less than monthly / never	1.31	1.14	1.50	3.89	0.00
1 source of social support	0.72	0.61	0.85	-3.94	0.00
2 sources of social support	0.64	0.53	0.76	-5.16	0.00
3 sources of social support	0.72	0.61	0.85	-3.94	0.00
Receives means-tested social security payments	3.90	3.18	4.80	12.93	0.00
1 social security payments issue	1.72	1.42	2.09	5.56	0.00
2+ social security payments issues	4.10	3.27	5.14	12.27	0.00
Has savings	0.15	0.11	0.21	-12.00	0.00
1-2 household bill arrears	1.11	0.98	1.26	1.60	0.11
3+ household bill arrears	1.75	1.50	2.04	7.16	0.00
Zero-hour contract	1.30	0.98	1.72	1.81	0.07
1+ negative life event	2.15	1.87	2.46	11.03	0.00
In care as child	1.32	1.14	1.53	3.71	0.00

Table 6.3: Benefit population model results

	Odds	Odds Lower CI	Odds Upper CI	T-Value	P-Value
(Intercept)	0.56	0.09	3.41	-0.62	0.53
Gender: Male	1.29	1.05	1.59	2.42	0.02
Gender: Other	1.18	0.61	2.29	0.50	0.62
Age 25-34	0.84	0.68	1.04	-1.64	0.10
Age 35-44	1.18	0.89	1.54	1.16	0.25
Age 45-54	1.25	0.96	1.63	1.65	0.10
Age 55-64	0.78	0.56	1.08	-1.51	0.14
Age 65+	0.27	0.19	0.37	-7.79	0.00
Racialised communities: Mixed / Multiple	1.09	0.80	1.49	0.57	0.57
Racialised communities: Asian / Asian British	0.40	0.27	0.61	-4.27	0.00
Racialised communities: Black / Black British	1.06	0.52	2.16	0.17	0.87
Racialised communities: Other	0.53	0.37	0.77	-3.37	0.00
1 other adult in hhold	0.65	0.58	0.74	-7.06	0.00
2 other adults in hhold	0.43	0.37	0.49	-11.18	0.00
3 other adults in hhold	0.63	0.48	0.83	-3.26	0.00
Children in hhold	1.20	1.01	1.41	2.13	0.04
1 worker in hhold	0.19	0.16	0.22	-23.70	0.00
2 workers in hhold	0.08	0.05	0.13	-10.13	0.00
Experienced homelessness	12.39	10.65	14.40	32.70	0.00

	Odds	Odds Lower CI	Odds Upper CI	T-Value	P-Value
Physical disability	1.03	0.93	1.14	0.60	0.55
Long-term physical condition / illness	0.60	0.48	0.77	-4.13	0.00
Mental health condition	1.21	1.08	1.36	3.23	0.00
Learning difficulty / disability	3.19	2.27	4.48	6.68	0.00
1+ caring responsibilities	0.51	0.43	0.60	-7.87	0.00
Social contact: Once or twice a month or more	0.96	0.86	1.08	-0.64	0.52
Social contact: Less than monthly / never	1.09	0.96	1.24	1.31	0.19
1 source of social support	0.67	0.56	0.82	-3.99	0.00
2 sources of social support	0.75	0.62	0.90	-3.01	0.00
3 sources of social support	0.60	0.46	0.79	-3.64	0.00
1 social security payments issue	1.76	1.51	2.04	7.29	0.00
2+ social security payments issues	4.18	3.13	5.59	9.66	0.00
Has savings	0.14	0.10	0.20	-11.43	0.00
1-2 household bill arrears	0.81	0.70	0.93	-2.90	0.00
3+ household bill arrears	1.48	1.24	1.77	4.33	0.00
Zero-hour contract	0.87	0.62	1.24	-0.74	0.46
1+ negative life event	1.65	1.46	1.87	7.98	0.00
In care as child	1.78	1.49	2.13	6.30	0.00

Table 6.4: In-work population model results

	Odds	Odds Lower CI	Odds Upper CI	T-Value	P-Value
(Intercept)	0.10	0.01	0.94	-2.02	0.05
Gender: Male	0.62	0.50	0.77	-4.38	0.00
Gender: Other	1.20	0.56	2.56	0.46	0.64
Age 25-34	0.44	0.19	1.01	-1.94	0.06
Age 35-44	1.47	0.74	2.93	1.09	0.28
Age 45-54	1.18	0.68	2.03	0.59	0.56
Age 55-64	0.88	0.55	1.41	-0.54	0.59
Age 65+	0.65	0.19	2.20	-0.70	0.49
Racialised communities: Mixed / Multiple	0.36	0.11	1.20	-1.66	0.10
Racialised communities: Asian / Asian British	0.99	0.60	1.62	-0.04	0.96
Racialised communities: Black / Black British	5.42	3.53	8.31	7.75	0.00
Racialised communities: Other	5.03	1.94	13.01	3.33	0.00
1 other adult in hhold	0.76	0.57	1.01	-1.91	0.06
2 other adults in hhold	0.58	0.36	0.93	-2.27	0.03
3 other adults in hhold	0.82	0.41	1.64	-0.57	0.57
Children in hhold	1.16	0.85	1.59	0.96	0.34
1 worker in hhold	0.15	0.10	0.23	-8.72	0.00
2 workers in hhold	0.05	0.03	0.08	-12.46	0.00
Experienced homelessness	12.10	7.67	19.10	10.72	0.00

	Odds	Odds Lower CI	Odds Upper CI	T-Value	P-Value
Physical disability	0.63	0.33	1.18	-1.44	0.15
Long-term physical condition / illness	0.59	0.42	0.82	-3.15	0.00
Mental health condition	1.31	1.00	1.70	2.00	0.05
Learning difficulty / disability	2.12	1.28	3.51	2.90	0.00
1+ caring responsibilities	1.05	0.85	1.31	0.48	0.63
Social contact: Once or twice a month or more	1.17	0.79	1.74	0.77	0.44
Social contact: Less than monthly / never	0.78	0.51	1.17	-1.20	0.23
1 source of social support	0.49	0.31	0.77	-3.11	0.00
2 sources of social support	0.49	0.31	0.78	-3.06	0.00
3 sources of social support	0.58	0.34	0.97	-2.09	0.04
Receives means-tested social security payments	4.10	2.99	5.62	8.78	0.00
1 social security payments issue	2.36	1.66	3.35	4.80	0.00
2+ social security payments issues	5.59	2.87	10.87	5.07	0.00
Has savings	0.16	0.12	0.24	-9.91	0.00
1-2 household bill arrears	1.18	0.69	2.04	0.60	0.55
3+ household bill arrears	2.19	1.39	3.45	3.39	0.00
Zero-hour contract	1.06	0.59	1.88	0.18	0.85
1+ negative life event	2.02	1.48	2.77	4.38	0.00
In care as child	2.54	1.46	4.42	3.31	0.00

7 Qualitative research material development

7.1 Recruitment materials

Recruitment materials were developed collaboratively between Ipsos and Trussell and copies of these are included in the appendix. Recruitment materials developed for each research objective included:

- Recruitment screener
- Information sheet
- Privacy notice

7.1.1 Recruitment screener

The recruitment screeners were used when potential participants were contacted about taking part in the research. This document detailed the recruitment quotas for interviews and a script for recruiters to use to introduce and explain the qualitative research. Sample quotas were designed based on survey responses from the survey of people referred to food banks and general population survey. Therefore, it was possible to identify which participants met which quotas from their survey responses. However, the recruitment screeners included questions to be asked of potential participants to confirm circumstances that could have feasibly changed since they had taken part in the survey. For example, confirmation of their age and region of the UK they were living in. The recruitment screener also included a question to check whether there was anything that Ipsos could provide to support their participation in the research such provision of information in different formats e.g., arranging an interpreter. However, no participants requested an interpreter.

7.1.2 Information sheet

An information sheet was developed to provide clear information to participants about the research, including detail on the following topics:

- What is this research project about?
- What would taking part involve?
- Do I have to take part?
- Will you record what I say?
- What happens to the information I provide?
- What if I have specific needs or accessibility requirements?

- Where can I get more information?
- Access to advice and further support

The content was designed collaboratively between Ipsos and Trussell.

7.1.3 Privacy notice

As standard, a privacy notice was developed for the study clarifying use and storage of personal data.

All personal and identifiable information (PII) received by Ipsos was held securely and in line with the requirements of the UK GDPR and Data Protection Act (2018). The privacy covered what personal data would be collected, how it would be used, and how long it would be retained for. All personal data held by Ipsos was done so securely on a secure drive with datafiles encrypted with a strong password only known to the research team.

7.2 Topic guide

A topic guide was developed for each of the research objectives, and these are included in the appendix. The topic guides were tailored to each of the research objectives.

Research Objective 1 topic guide structure	Research Objective 2 topic guide structure	Research Objective 3 (part 1 and 2) topic guide structure
<ul style="list-style-type: none"> ▪ Introduction to the research interview and consent to participate. ▪ Warm-up with participant. ▪ Understanding current living and economic circumstances. ▪ Trade-offs on how to manage to afford essentials and other support they get. ▪ Establishing awareness and use of food banks and charitable food provision. ▪ Those aware of charitable food provision 	<ul style="list-style-type: none"> ▪ Introduction to the research interview and consent to participate. ▪ Warm-up with participant. ▪ Journey to using a food bank. ▪ Understanding the types of support received before and after a food bank referral. ▪ Types of support services available and understanding of whether the participant is aware and/or have used them. 	<ul style="list-style-type: none"> ▪ Introduction to the research interview and consent to participate. ▪ Warm-up with participant. ▪ Life experiences and events in the past (in the last 2 years / in the last 6 months) ▪ Understanding changes in circumstances in depth. This included exploration of any changes in the last 2 years / 6 months regarding the following topics: <ul style="list-style-type: none"> – Employment

Research Objective 1 topic guide structure	Research Objective 2 topic guide structure	Research Objective 3 (part 1 and 2) topic guide structure
<p>and the barriers that prevent them from needing it.</p> <ul style="list-style-type: none"> Those unaware of charitable food provision and whether they would consider using it in future. Those unaware of charitable food provision and the barriers that have prevented them from needing it. Wind down and next steps. 	<ul style="list-style-type: none"> Key intervention points where services were used or could have been useful. Wind down and next steps. 	<ul style="list-style-type: none"> Social security payments Bills and outgoings Housing Physical and mental health Caring commitments Formal support Community support Wind down and next steps.

Whilst key areas for exploration were detailed, the topic guide was designed to be used flexibly by interviewers to reflect participants' own experiences and how comfortable they felt describing these. For example, interviewers were able to prioritise discussion of specific areas that emerged as important to an individual's journey as they talked about their experiences.

Throughout the topic guide interviewers were prompted to offer a break, to move on to discuss something different and to check that people were comfortable with the discussion. These prompts were included to help participants feel in control of what they shared.

7.2.1 Participant-facing terminology

Reflecting previous research carried out by Trussell, the use of language was carefully considered across research materials and during interviews. In particular, 'interviews' were described as 'discussions' or 'conversations' as previous Trussell research had found that the word 'interview' could feel very serious and carry negative connotations. Other terminology adopted included 'work' instead of 'employment.' Additionally, interviewers aimed to use and reflect terminology that participants themselves used.

8 Sampling and recruitment

8.1 Overview of sample design

The sample frames were designed purposively to ensure we captured diversity among the population of interest for each research objective. The aim was not to achieve a sample that is statistically representative, but rather to ensure that a range of perspectives and experiences were included within the research.

To define the characteristics of the samples, Ipsos and Trussell set quotas to reflect the survey data and drew on Trussell's knowledge of food bank use demographics. The sample design for each of the three qualitative research objectives is set out below.

8.1.1 Participants who have not accessed food bank support/charitable food provision (research objective one)

For this objective, the aim was to explore why people facing food insecurity were not accessing charitable food provision, including what barriers existed to access this support. Participants were recruited from the Wave 2 general population survey. The survey questions allowed us to identify people who were not currently accessing any form of charitable food provision but continuing to experience food insecurity or destitution.

The Household Food Security Survey Module (HFSSM) is a series of ten questions designed to measure food insecurity at the household level. We interviewed participants who scored between three to ten on the HFSSM scale (low or very low food security) in the survey, or had two or more of the destitution indicators (Q47-52 in the survey) and reported that their household had not received an emergency food parcel or other type of charitable food provision in the past 12 months (Q55L=6 & Q55N=1 & Q55O=1 in the survey).

Evidence suggested it was important to include a range of views from racialised communities and LGBTQIA+ people since these groups are overrepresented among populations experiencing food insecurity but underrepresented in the Trussell community. Trussell also wanted to ensure a diversity of views were captured in relation to the different barriers to accessing food support. To achieve this, we set primary quotas for: reasons for not accessing food bank support, racialised communities, sexuality, disability and UK nation. We achieved all of the primary quotas.

Further secondary quotas were set to ensure we included a range of age, gender, types of social security payments in receipt of, living situation, work status, household structure and participants with caring responsibilities.

Table 8.1. shows the quotas set and achieved for research objective 1.

Table 8.1: Research objective 1 sample quotas

Sampling	Categories	Targets (35 total)	Achieved
Quotas			
Experience of food insecurity or destitution but not accessed charitable food provision	Experience of food insecurity OR to have experienced two or more of destitution indicators. AND Not accessed charitable food provision	35	35
Reasons that they have not used a food bank /charitable food provision	Did not think eligible/ not experiencing hardship	Min 3 (codes 3 or 14 at Q55Q_nonuser)	11
	Concern about religious cultural aspects / uncomfortable with location	Aim for 6 (codes 4-5, 9 at Q55Q_nonuser)	6
	Embarrassment/shame/stigma or judgement	Min 3 (codes 7-8 at Q55Q_nonuser)	9
	Lack of available services / knowledge of how and where to access services	Min 3 (codes 1 or 10 at Q55Q_nonuser)	6
	Did not need services/get by through other methods	Min 3 (codes 14 or 21 at Q55Q_nonuser)	14
	Barriers to access e.g. health/transport and distance /available time or energy	Aim for 3 (codes 9 or 11-13) at Q55Q_nonuser)	4
	Other people in greater need	Min 3 (codes 2 or 19) at Q55Q_nonuser)	16
Racialised communities	People from racialised communities	Min 8	9
LGBTQIA+	People from the LGBTQIA+ community	Min 8	8
Disability	Mental and physical disability, or limiting health condition.	10 from either or one of these groups	31

Sampling	Categories	Targets (35 total)	Achieved
	Household member with a health condition/disability		
Country	England	Mix across the regions of England	15
	Scotland	Min 4	7
	Wales	Min 3	7
	Northern Ireland	Min 3	5
Soft Targets			
Age	18-30	Min 5 x 18-24 year olds	7
	31-54		20
	55+	Min 5 x 65+ year olds	8
Gender	Male	Aim for at least 15 x male	15
	Female	Aim for at least 15 x female	19
Caring responsibilities	Providing unpaid care due to health reasons	Min 10	7
Work status	In work (part-time/ full-time)	Min 12	14
	Not working	Min 12	21
Household structure	Single adult living alone (no children) Couples with no children	Mix and monitor	15
	Single parent Family with 3 or more children living in the household	Mix and monitor	6
Type of social security payments in receipt of	Universal Credit Housing Benefit or Allowance Child Benefit PIP Private renting/homeless	Mix and monitor	20
Housing	Dwelling type/housing situation	Mix and monitor	31

8.1.2 Participants who did not receive support or advice prior to food bank referral (research objective 2)

For research objective two, the aim was to understand why people referred to food banks in the Trussell network may not have received advice from other services prior to their food bank referral. Given this research objective was narrower than the others, Ipsos recommended a smaller sample size. This limited the number of quotas that could be set and meant we focused on ensuring participants from different vulnerable groups were included. Primary quotas were set for racialised communities, LGBTQIA+ people, disabled people (for self and others in the household) and UK nation. We achieved all of the primary quotas.

Further secondary quotas were set to ensure we included a range of age, gender, work status, types of social security payments in receipt of, living situation and participants with caring responsibilities. Similar to research objective one, participants were recruited from the Wave 2 food bank survey.

Table 8.2. shows the quotas set and achieved for research objective 2.

Table 8.2: Research objective 2 sample quotas

Sampling	Categories	Targets (15 total)	Achieved
Quotas			
Did not access support from other services prior to using a Trussell Trust food bank	Participants who answered code 15 ('no support or advice received on any of these') in the previous 6 months	15	15
Racialised communities	People from racialised communities	Min 5-6	5
LGBTQIA+	LGBTQIA+ community	Min 5-6	5
Disability	Mental and physical disability, or limiting health condition. Household member with a health condition/disability	Min 4 from either or one of these groups	13
Country	England	Mix across the regions of England	6
	Scotland	Min 3	3
	Wales	Min 3	3
	Northern Ireland	Min 3	3
Soft Targets			

Sampling	Categories	Targets (15 total)	Achieved
Age	18-30	Monitor to ensure a spread	4
	31-54		9
	55+		2
Gender	Male	Min. 6 male	7
	Female	Min. 6 female	8
Caring responsibilities	Providing unpaid care due to health reasons	Min 4	6
Work status	In work (part-time/ full-time)	Min 4	4
	Not working	Min 4	8
Household structure	Single adult living alone (no children) Couples with no children	Mix and monitor	8
	Single parent Family with 3 or more children living in the household	Mix and monitor	5
Type of social security payments in receipt of	Universal Credit Housing Benefit or Allowance Child Benefit PIP Private renting/homeless	Mix and monitor	15
Housing	Dwelling type/housing situation	Mix and monitor	15

8.1.3 Participants who have accessed food bank support (research objective 3)

This research objective aimed to explore longitudinal experiences of food bank use, including the factors that may reduce the likelihood of needing to use a food bank in the future. Interviews explored changes to participant circumstances since 2022 for phase one and over the previous six months for phase two. To allow the analysis to identify themes that enabled or prevented participants from moving out of destitution, a primary quota was set for people experiencing destitution and for people no longer experiencing destitution.

Ipsos and Trussell developed the definition for experiencing destitution based on food bank use, financial problems with bills/credit and on the Joseph Rowantree Foundation's definition of destitution (as per the survey)²⁵.

People are destitute if they have lacked two or more of these six essentials over the past month, because they cannot afford them:

- Shelter (have slept rough for one or more nights)
- Food (have had fewer than two meals a day for two or more days)
- Heating their home (have been unable to do this for five or more days)
- Lighting their home (have been unable to do this for five or more days)
- Clothing and footwear (appropriate for weather)
- Basic toiletries (soap, shampoo, toothpaste, toothbrush)

Participants who had needed to use a food bank or had gone without two or more essentials in the past three months were identified as still experiencing destitution. Those who had not needed to use a food bank or go without two or more of the essentials in the past three months, and who were not facing any serious financial problems with bills or credit were identified as no longer experiencing destitution.

Primary quotas were also set to ensure a range of experiences were included from participants with a mix of work status, household structures, disability (for self and others in the household) and UK nation. All of the primary quotas were achieved.

Further secondary quotas were set to ensure we included a range of age, gender, social security payments in receipt of, living situation, participants from racialised communities and participants with caring responsibilities. The sampling criteria was kept consistent across phase one and two of research objective three to ensure we could make meaningful comparisons in the analysis.

Table 8.3 shows the quotas set and achieved for phase one of the qualitative research objective 3. The sample was recruited from people who took part in the food bank survey as part of the first wave of this research programme in 2022.

²⁵ https://pure.hw.ac.uk/ws/portalfiles/portal/43031740/Destitution2019_Technical_Report.pdf

Table 8.3: Research objective 3, phase 1 sample quotas

Sampling	Categories	Targets (20 total)	Achieved
Quotas			
Experience of destitution	Experiencing destitution	Aim for 10	10
	No longer experiencing destitution	Aim for 10	10
Work status	In work (part-time/ full-time)	Aim for 10	10
	Not working	Aim for 10	10
Household structure	Single adult living alone (no children) Couples with no children	Aim for 10	10
	Single parent Family with 3 or more children living in the household	Aim for 10	10
Disability	Mental and physical disability, or limiting health condition. Household member with a health condition/disability	Aim for 10	29
Country	England	Please ensure a mix across the regions of England	14
	Scotland	Min 2	2
	Wales	Min 2	2
	Northern Ireland	Min 2	2
Soft Targets			
Age	18-30	Monitor to ensure a spread	5
	31-54		12
	55+		3
Gender	Male	Aim for 8 although recognise likely to be influenced by household structure (e.g., we	4

Sampling	Categories	Targets (20 total)	Achieved
		may find female single mothers and male living alone respondents).	
	Female	Aim for 8 although recognise likely to be influenced by household structure (e.g., we may find female single mothers and male living alone respondents).	15
Racialised communities	People from racialised communities	Min 3	3
Caring responsibilities	Providing unpaid care due to health reasons	Min 4	3
Type of social security payments in receipt of	Universal Credit Housing Benefit or Allowance Child Benefit PIP Private renting/homeless	Aim to include those in receipt of legacy social security payments (Working Tax Credit, Child Tax Credit, Housing Benefit, Income Support, income-based Jobseeker's Allowance and income-related Employment and Support Allowance (ESA))	20
Housing	Dwelling type/housing situation	Min. 4 x to have been experiencing homelessness in Wave 1Q18 Wave 1 Sample (Temporary flat, Statutory	2

Sampling	Categories	Targets (20 total)	Achieved
		accommodation, temporary arrangement, hotel/hostel, rough sleeping; codes 3-4 or 7-9)	

Table 8.4 shows the quotas set and achieved for phase 2 of the qualitative research objective 3. The sample was recruited from people who took part in the food bank survey as part of the second wave of this research programme in 2024.

Table 8.4: Research objective 3, phase 2 sample quotas

Sampling	Categories	Targets (20 total)	Achieved
Quotas			
Experience of destitution	Experiencing destitution	Aim for 15	15
	No longer experiencing destitution	Aim for 10	10
Work status	In work (part-time/ full-time)	Min. 10	12
	Not working	Min. 10	13
Household structure	Single adult living alone (no children) Couples with no children	Mix and monitor	12
	Single parent Family with 3 or more children living in the household	Mix and monitor	13
Disability	Mental and physical disability, or limiting health condition.	Min. 5	20
	Household member with a health condition/disability	Min. 5	
Country	England	Please ensure a mix across the regions of England	10
	Scotland	Min 5	5
	Wales	Min 5	5
	Northern Ireland	Min 5	5
Soft Targets			
Age	18-30	Monitor to ensure a spread	4
	31-54		18
	55+		3
Gender	Male	Monitor to ensure an approx. even	20

Sampling	Categories	Targets (20 total)	Achieved
	Female	split male/female (although recognise likely to be influenced by household structure (e.g., we may find female single mothers and male living alone respondents).	15
LGBTQIA+	LGBTQIA+ community	Min 4	6
Racialised communities	People from racialised communities	Min 6	7
Caring responsibilities	Providing unpaid care due to health reasons	Min 5	7
Type of social security payments in receipt of	Universal Credit Child Benefit Council tax reduction/support ESA PIP	Mix and monitor	35

8.2 Recruitment approach

A trauma-aware approach was implemented throughout the project, supported by a risk assessment and ethics review carried out by Ipsos' Ethics Group. Our recruitment process was designed to be inclusive of people with different characteristics and needs, ensuring we limited as many barriers as possible to participation in the research by:

- Utilising our expert in-house advice and experience from Wave 1 to develop recruitment materials suitable for vulnerable groups and when exploring sensitive topics.
- Explaining the research process to participants during recruitment, including encouraging them to consider whether taking part was right for them and signposting to a range of support organisations related to issues covered during the interviews.
- Offering support accessing recruitment materials, e.g. offering to send materials by post, supplying versions in other languages and reading out materials on the phone.
- Allowing participants to choose where and when they wish to take part in the depth interviews – including offering early morning or evening interviews. This helped ensure people

with diverse needs, different schedules and caring responsibilities could take part. This included being flexible with rescheduling interviews.

- Offering a choice of phone interview in addition to a Microsoft Teams call to ensure we were not excluding participants without internet access.
- Avoiding carrying out interviews on a Friday given that support organisations signposted to were not all open during weekends.
- Offering the choice of a supermarket or high-street voucher to ensure the incentive was tailored to participant needs.

8.2.1 Research objective 1

Recruitment was based on the general population survey sample from Wave 2 which was fielded from Ipsos' KnowledgePanel. The approach involved an opt-in recruitment, where a sample of panel members who met the relevant criteria were contacted via email with information about the research and the opportunity to opt-in. The invite email was designed to clearly detail the purpose of the research, what participation would involve, and the incentive offered for taking part. The invite email is included in the appendix.

Participants were contacted in small batches, to both avoid exhausting the KnowledgePanel sample and to ensure we were able to offer an interview to all of those who opted in. Ipsos sent an initial batch of ten email invites as a test. The number of invites sent out was increased incrementally, with a total of nine batches sent out. 360 email invites in total were sent to achieve the 35 interviews. Once people opted-in, our recruitment team contacted them via telephone to arrange an interview. Recruitment was staggered across the general public survey waves.

8.2.2 Research objective 2

Participants were recruited from the 2022 Wave 2 food bank survey sample among those who had given permission to be re-contacted to participate in further research. They were contacted via telephone. The same sample as research objective 3 (phase 2) was used for this objective, so Ipsos removed participants who took part in research objective 3 as well as those who had declined.

8.2.3 Research objective 3

Recruitment was based on the sample of food bank survey respondents who gave permission to be recontacted to participate in further research for each wave. For phase one of this research objective, participants who had taken part in the Wave 1 food bank survey in 2022 were recruited. For phase two, participants were recruited from the sample who had completed the Wave 2 food bank survey in 2024. Participants were contacted via telephone.

As part of the longitudinal approach, Ipsos recruited and carried out phase one of research objective three first, followed by phase two six months later. This allowed us to examine whether there were changes to circumstances over a longer period of time since participants completed the survey (two years) versus a shorter one (six months).

8.2.4 Thank you payments

All participants were offered a payment of £50 in the form of a high-street shopping or supermarket voucher as a thank you for taking part in an individual depth interview. Vouchers were provided by email or post depending on participant preference.

9 Qualitative data collection

9.1 Individual depth interviews

All interviews were conducted via telephone or video call based on participant preferences.

Each interview included a slow-paced warm-up to put the participant at ease and so the interviewer could build rapport with them. This allowed the interviewer to gain some insight into the participants' circumstances on a day-to-day basis from the outset. This initial conversation also enabled interviewers to explain the research and reconfirm informed consent to take part.

At the end of an interview, a period of time was dedicated to winding down the discussion and ending it on a positive note. Each participant was also signposted to support services relevant to the topics discussed if they wished to seek it independently following the interview. An information sheet was used to support this.

Interviews for research objective 1 and 3 (part 1 and 2) lasted 45 minutes, while interviews for research objective 2 lasted 60 minutes. This longer interview time allowed for exploration for each of the support services.

Participants were informed they could stop the interview at any point or skip any questions they found difficult or uncomfortable to answer.

Interviews were conducted by experienced qualitative researchers with a track record of carrying out interviews on sensitive or challenging issues.

9.2 Interviewer briefing

An interviewer briefing was carried out for each research objective of the qualitative research. The briefings covered the following topics:

- Research background including the objectives of the research and detail of the sample source and quotas.
- Conducting the interview including interview length, preparation, terminology and a detailed briefing of the topic guide content.
- Participant and interviewer welfare considerations including collecting consent, signposting to support services, and strategies for managing challenging research encounters.

9.3 Mainstage fieldwork

Interviews were conducted in this order across the following fieldwork periods:

- Research objective 3 (part 1): July – August 2024
- Research objective 1: August – October 2024

- Research Objective 2: October – November 2024
- Research objective 3 (part 2): January – February 2025

Reflection sessions with the Ipsos team were conducted to monitor how fieldwork was progressing, and if any amendments to the approach or materials were required. While there was not an official pilot fieldwork period, time was built in to reflect on the materials and approach at the beginning of each research objective.

Learnings from the Wave 1 of the research were incorporated into Wave 2. These included:

- Providing suggested neutral topics for interviewers to use in the warm-up and warm-down sections.
- Avoiding carrying out fieldwork on Fridays. This was because support organisations that were signposted for participants were sometimes only open Monday-Friday, meaning participants would not be able to access these after a Friday interview.
- Continue to ensure that interviewers are participant led and allow them space to discuss their challenges.

9.4 Safeguarding

A number of steps were put in place regarding participant safeguarding in Wave 2, in line with Wave 1:

- Ipsos completed an internal ethics review of the project carried out by the Ipsos Ethics Group. Based on the Group's experience, they provided advice and support regarding the research approach and the design of the research materials. This was then reviewed by the Trussell team for their input.
- The research team was briefed on the Ipsos Disclosure Policy and supported by an experienced member of the Ipsos UK Disclosure Board who was available during fieldwork to discuss any potential concerns raised during the interviews.
- Each participant was provided with an information sheet. This included a section titled 'access to advice and further support' which listed support organisations that participants could reach out to, should they wish. This covered organisations across regions and across a range of topics. The information sheet was signposted at the end of each interview to remind participants where they could find support.

9.4.1 Researcher welfare

The welfare of the interviewing team was also a high priority, and the following steps were taken:

- Interviewers were given the opportunity to debrief following interviews, by creating a Microsoft Teams channel for the team to discuss fieldwork challenges and offer peer support.
- Putting a limit on how many interviews each interviewer could conduct in one day.
- Access to Ipsos' 24-hour Employee Helpline which offers confidential, free counselling sessions to staff who need it, for whatever reason.
- Interviewers were also briefed before fieldwork started. During this session interviewers were recommended to book enough time before and after the conversations to decompress.

10 Data management and analysis

All interviews were recorded using OBS software, where consent had been obtained from participants. Recordings were stored securely on Ipsos servers based in the UK and only the designated research team were granted access. All recorded interviews were transcribed.

Interviewers summarised the key findings from their interviews and input them into an analysis framework. Analysis sessions with interviewers and Trussell took place near the beginning of fieldwork and also on completion of it for each objective. The output from these discussions and the analysis framework were used to identify emerging themes and patterns in the data collected. It was also used to develop a summary report and case studies reflective of each of the research objectives.

During fieldwork, an interim analysis session was conducted to identify emerging findings, and report these back to Trussell. A final analysis session for each objective was completed at the end of fieldwork, summarising the core themes.

To allow the Trussell team to conduct further analysis of the data, we used the qualitative software package NVivo13 to code the transcripts. This involved:

- Development of a thematic framework (or 'code frame') for each research objective. This framework was developed reflecting the lines of enquiry in the topic guide for each objective.
- Coding each interview transcript into this framework.
- Adding broad demographic attributes to each coded transcript. This information aimed to provide background about the people who the transcripts were based on while ensuring they remained anonymous.
- Grouping participants for research objective three into two separate categories: those experiencing destitution and those no longer experiencing destitution. This allowed Trussell to analyse these groups separately, and as a whole, to identify any key factors that drive destitution or allow participants to move away from destitution.

11 Appendices

Please note, Trussell rebranded from Trussell Trust mid-way through the Hunger in the UK Wave 2 project, so some documents included in this appendix use the former name.

Key documents have been included as appendices in the technical report. Please contact Trussell with any further queries on resources used in the research.

11.1 Cover letter (food bank survey)



Reference number: XXXXXX

Date: May 2024

Hi there,

Please complete this survey on your recent experiences, health, and financial situation and receive a £10 gift voucher as a thank you.

We are asking for your help with an important survey. We are a charity that supports a nationwide network of food banks, and we want to understand how to make sure everyone can afford the essentials in life. We have asked Ipsos, an independent research organisation, to conduct a survey of people who have been supported by food banks in our network. We would like you to complete a survey about your recent experiences, health and financial situation.

You can complete the survey online or on paper...

You can complete the survey online. It is quicker and easier to take part this way.



1. Go to www.foodbanksurvey.co.uk
2. Enter code <<<CODE>>> and complete the survey
3. Receive a £10 gift voucher as a thank you

Alternatively, if you don't have the internet, we have enclosed a paper questionnaire for you to complete.



1. Complete the paper survey
2. Return it in the pre-paid envelope
3. Receive a £10 gift voucher as a thank you

...or, we can go through the questionnaire by telephone

If you would prefer to do the survey by phone, you can call us on 0800 5422 157 and we can go through it with you, including in other languages (please see the back of this letter).

We don't think it's right that people don't have enough money for essentials. Taking part will help support our work to change this.

Your answers will help us better understand the experiences of people right across the country, and to help us campaign for the changes that will make sure everyone can afford the essentials in life.

There is more information, including about confidentiality and privacy, in the enclosed leaflet.

Thank you in advance for your help!

Yours faithfully,

Emma Revie, CEO, Trussell Trust

Please turn over





Can someone help me fill in the questionnaire in another language?

Yes. You can take part in the survey online or by completing a paper questionnaire in a number of different languages. For assistance, please call the survey helpline for your language.

Arabic المشاركة في الاستبيان باللغة العربية يرجى الاتصال على 988 4702 0800 للحصول على المساعدة	Bengali বাংলায় জরিপে অংশ নিতে সহায়তার জন্য 0800 0688 055 নম্বরে কল করুন	Cantonese 如欲參與粵語調查，請致電 0800 0461 484 尋求幫助
Farsi برای شرکت در این نظرسنجی به زبان فارسی، لطفاً برای کمک با شماره 0800 1510 603 تماس بگیرید.	French Pour participer à l'enquête en français, veuillez appeler le 0800 1510 604 pour obtenir de l'aide	German Um an der Umfrage teilzunehmen, rufen Sie bitte 0800 1510 601 an, um Unterstützung zu erhalten
Gujarati ગુજરાતીમાં સર્વેક્ષણમાં ભાગ લેવા માટે, કૃપા કરીને સહાય માટે 0800 1510 607 પર કોલ કરો	Italian Per partecipare al sondaggio in lingua italiana, chiamare il numero 0800 1510 608 per ricevere assistenza	Lithuanian Norėdami dalyvauti apklausoje lietuvių kalba, pagalbos kreipkitės telefonu 0800 1510 605
Mandarin 如需以普通话参与调查，请致电 0800 1510 606 寻求帮助	Polish Aby wziąć udział w ankiecie w języku polskim, zadzwoń pod numer 0800 8199 032 w celu uzyskania pomocy	Portuguese Para participar da pesquisa em português, ligue para 0800 1510 520 para obter ajuda
Punjabi ਪੰਜਾਬੀ ਵਿੱਚ ਸਰਵੇਖਣ ਵਿੱਚ ਭਾਗ ਲੈਣ ਲਈ, ਬਿਰਥਾ ਕਰਕੇ ਸਹਾਇਤਾ ਵਾਸਤੇ 0800 0461 466 'ਤੇ ਕਾਲ ਕਰੋ	Romanian Pentru a participa la sondaj în limba română, vă rugăm să apelați 0800 1413 962 pentru asistență	Somali Si aad uga qeyb qaadata sahanka Punjabi, fadlan wac 0800 1510 408 si aad uhesho caawimaad
Spanish Para participar en la encuesta en español, llame al 0800 1510 184 para recibir asistencia	Tamil கணக்கெடுப்பில் தமிழில் பங்கேற்க, உதவிக்கு 0800 1510 192 ஐ அழைக்கவும்	Turkish Ankete Türkçe olarak katılmak için lütfen 0800 1577 810 numaralı telefonu arayarak yardım alabilirsiniz.
Urdu اردو میں سروے میں حصہ لینے کے لیے مدد کے لیے 812 1577 0800 پر کال کریں۔	Ukrainian Щоб взяти участь в опитуванні українською мовою, будь ласка, зателефонуйте за номером 0800 0014 244 для отримання допомоги	Welsh I gymryd rhan yn yr arolwg yn Gymraeg, ffoniwch 0800 5895 321 am gymorth

11.2 Invitation leaflet (food bank survey)



FOOD BANK SURVEY

ADDITIONAL INFORMATION

Who is carrying out the survey?



Ipsos, an independent research organisation, is carrying out the survey on behalf of the Trussell Trust, a charity that supports food banks, including the one you visited. You can find out more about Ipsos at <http://www.ipsos.com/en-uk>. You can find out more about the Trussell Trust by visiting <https://www.trusselltrust.org/>, or by calling 01722 580 180.

What is this survey about?



The survey covers a range of topics such as your experiences using food banks, health, life events, housing, finances and sources of support. Your responses will help the Trussell Trust understand why people visit food banks and how they can be supported earlier on so they can afford the essentials in life.

Who should complete this survey?



Just one person should complete the survey. This should be the person who was referred to the food bank e.g. the person whose name was on the voucher.

Don't use the Internet?



If you would like to take part in the survey, but do not have access to the Internet, you can complete the paper questionnaire you have been given and return it using the pre-paid envelope included with the questionnaire. The paper questionnaire is available in a number of different languages.





Would you prefer to complete the survey by telephone?

Please contact Ipsos on 0800 5422 157 and they can arrange for someone to read out the survey with you on the phone. If you would rather complete the survey in a different language, please call the relevant number listed on the enclosed letter.



How to receive your £10 voucher

After you have completed the survey, you will receive a £10 voucher as a thank you. You can receive this by email or in the post. You will be asked which option you prefer at the time. Vouchers can be used with a range of retailers.



Your privacy

Ipsos will store your information securely and keep it confidential. Your name, address and email will be kept separate from your answers and will not be passed on to any other organisation unless you give permission. If you agree to take part in further research, Ipsos will ask for your consent at the end of the survey.

Ipsos will securely remove your personal data from its systems by August 2026. A full Privacy Policy, setting out your rights and covering accessing, amending and deleting your data, is available at <https://ipsos.uk/FoodBankSurveyPrivacy>



If you have any questions, or need any help, please get in touch.

You can contact Ipsos on the freephone 0800 5422 157 or FoodBankSurvey@ipsos.com. When making contact, please quote the 5-digit reference number at the top of the first page of the letter.



11.3 Instruction sheet for food banks



Survey of people referred to food banks A 'crib sheet' for food bank staff

Contents of the survey pack

- Invitation letter for those taking part in the survey (including link to online survey option)
- Information leaflet
- Paper questionnaire
- A pen
- Return envelope

Arrival of your survey packs

- Should arrive in w/c Monday 29 April
- There will be 150 survey packs - these materials will be in English (for translations please see later sections of this note)
- Survey packs are to be spread across a number of distribution centres if your food bank has more than one distribution centre. A recruiter from Ipsos should have been in touch about this and helped you to work out where to distribute the packs.

The survey questions

- Covers topics including:
 - experiences of using food banks
 - health
 - life events
 - housing
 - finances
 - sources of support
- The study objective is to help both food banks and the Trussell Trust to better understand who needs to use a food bank and why, and how they can be better supported to afford life's essentials.

There is a survey helpline to support participation, in English and 21 other languages

- Ipsos and the Trussell Trust are keen to facilitate participation in different languages, as and when needed
- The main helpline number is on the front of the invite letter, with translated guidance about how to contact the helpline in a number of different languages on the second page.
- There is an additional booklet in a number of different languages which can be shown to people supported by your food bank who do not have English as a first language. The booklet explains who the Trussell Trust is, as well as the market research company (Ipsos), who are undertaking the research on behalf of the Trussell Trust. The booklet also briefly explains what the survey is about, and how to take part in different languages.



How to distribute the survey packs

- We are asking you to include survey packs within food parcels from 13 May 2024
 - Please don't directly hand survey packs to people supported by your food bank as we do not wish to influence who receives a survey pack.
- Put one survey pack in food parcels that are given out
 - If you run a small food bank with few visits per week, it is fine to include survey packs in food parcels up to and including 15 July 2024.
 - If you run a large food bank, it's fine to include all of your survey packs within food parcels handed out within the first few days or week of the study.
 - Please do not include survey packs in food parcels after 15 July.
 - People supported by your food bank have until 2 August to post their paper questionnaire to Ipsos (or to complete it online). After this date Ipsos won't be able to accept any more completed questionnaires as they will be analysing the survey data and preparing reports.
 - If someone returns a full survey pack, please include this in another food parcel. If someone returns a survey without the rest of the pack, please dispose of this.
- Please let people supported by your food bank know, if you can, that there is a survey pack within their food parcel.
 - Emphasise that taking part is entirely voluntary (with no conditions on their receipt of food parcels, etc.)
 - Please don't ask 'if they will do the survey', but say that there is a survey included in the food parcels and that there is a £10 thank you for taking part (see next point).
- Survey packs should be inserted into successive parcels – please do not pick or choose who gets a survey pack depending on who you think is likely to take part
- [We do not expect food banks to do anything other than place survey packs in food parcels; however...] but to support us you could
 - explain to people supported by your food bank that the survey provides an opportunity to share their stories, improve the services provided by food banks, and help make people's lives better.
 - mention that there is a £10 high street shopping voucher for everyone who completes their survey and posts it to Ipsos (or submits it online)
 - also mention that there is a survey helpline participants can call for support
 - make it clear that the survey can be completed in different languages and that people can call the relevant helpline on the reverse of the covering letter – the language helpline is provided in 21 different languages with a freephone number for each language.



Taking part in the survey in other languages

- As mentioned earlier, the survey questionnaire, covering letter and information leaflet included in survey packs will also be provided in up to ten different languages which Ipsos's contact at the food bank will have requested.
- Ipsos will provide your food bank with survey packs in these requested languages. You can give these to anyone who receives a survey pack in English but needs to take part in their own language.
- People can also complete the survey online in a number of different languages or contact Ipsos on the freephone number on the reverse of the covering letter in their own language for further assistance.
- Ipsos will be able to provide additional copies of the questionnaire and materials if you run out of these or in the other languages if you feel you need them. If you need copies of the materials in other languages, please contact Ipsos for further assistance. Please contact Ipsos via email foodbanksurvey@ipsos.com or freephone 0800 5422 157 and they will be able to assist further.

Each person who takes part will receive a £10 thank you high street shopping voucher

- Ipsos can send a voucher via post or email depending on preference
- Vouchers can be used in a wide range of retailers (vouchers are Love to Shop vouchers)
- Vouchers could take up to 4 weeks to be sent from when participants complete their survey
- Ipsos intend to give one voucher per pack – those who try to complete the survey both online and by paper will only be given one voucher for that pack as a unique ID number
- Queries or concerns should be addressed to the survey helpline (0800 5422 157) or via email to foodbanksurvey@ipsos.com. There are also a number of different helpline numbers in different languages on the reverse of the invitation letter in each survey pack.
- People supported by your food bank may not receive a voucher if they send the completed survey after the August deadline.

Can participants complete the survey more than once? Technically, yes. Ideally no.

- Technically, survey responses could be given online and on paper from the same survey pack, and they are linked. Ipsos intend to give only one £10 voucher for a survey completion per survey pack (either the paper questionnaire or online questionnaire).
- If you are able to, we ask that you try to keep track of those who have already received a pack and not issue another. But it is not a major issue if people take part more than once as we appreciate it may be very difficult to keep track of who has already had a survey pack across the study fieldwork period and don't want to burden food banks by making this a requirement.

Confidentiality and data protection

- The study is undertaken in accordance with a study privacy notice. The privacy notice is published here: <https://ipsos.uk/FoodBankSurveyPrivacy>





- For those who wish to receive a hard copy of the privacy notice, please ask them to call the study helpline and Ipsos will post a copy of the privacy notice to anyone who requests this.
- Ipsos will store personal information securely and will keep it confidential. People supported by your food bank's name, address and email will be kept separate from their answers and will not be passed on to any other organisation unless they give permission.
- Ipsos will securely remove and securely destroy all personal data from its systems by August 2026. Full details are provided in the study privacy notice, which also sets out participants' rights and covers accessing, amending and deleting personal data.

Complaints procedure

- Ipsos and the Trussell Trust take complaints extremely seriously. While we anticipate that the study will go smoothly, we recognise that from time to time something might not go according to plan. Should any issues arise throughout the duration of the study, both food bank staff and people supported by your food bank can make a formal complaint directly to Ipsos or to the Trussell Trust.
- Complaints (should they be received) will be addressed quickly and efficiently in line with the complaints policy of the Trussell Trust and Ipsos. Our policy is to address and resolve all complaints within 28 days of being notified.
- Please contact the Trussell Trust directly should you wish to discuss our complaints policy or it can be viewed here: www.trusselltrust.org/complaints-policy.
- You can also contact the research team at the Trussell Trust with any queries on research@trusselltrust.org.

11.4 Food bank survey questionnaire (England)

FOOD BANK SURVEY

Date of completion

D	D	M	M	2	4
---	---	---	---	---	---

About this questionnaire

This survey asks about your experiences of using food banks, health, life events, finances and sources of support. It is being conducted for the Trussell Trust by Ipsos, an independent social research organisation.

Your answers will not be shown to anyone outside the research team at Ipsos without your consent. The Trussell Trust will not know who took part, and will not be able to see any individual answers.

Your answers will not affect your relationship with the food bank or the Trussell Trust, or any of the benefits you may be receiving. This research is not linked to the Department for Work and Pensions or the benefits system.

The questionnaire includes some questions and / or answers which are of a sensitive nature. If you are not comfortable answering those questions please leave them blank.

Please read the following before completing this questionnaire

Most of the questions inside this booklet can be answered by simply placing a cross (☒) in one or more of the boxes.

Please use a black or blue pen to complete the questionnaire.

Please answer all questions unless otherwise stated.

If you have made a mistake in your answer, please completely fill the box to show the mistake (☐) and then cross the correct answer.

No prior knowledge or preparation is required to complete this survey.

Please return your questionnaire in the pre-paid envelope provided

If you cannot find, or did not receive, the pre-paid envelope, please send your completed questionnaire to the following address (no stamp needed):

Freepost RUCR XGUG YXRB
Trussell Trust
Ipsos
Kings House
Kymerley Road
Harrow
HA1 1PT

23-077158-01 Survey on behalf of the Trussell Trust
 Copyright of Ipsos (England)

Page

YOUR HOUSEHOLD AND ACTIVITY / WORK

01 This question should be answered by everyone.

How many children aged 0-16 live with you as part of your household?

Please enter a number. If no children 0-16 live with you, write in 0.

children aged 0-16

02A Please answer this question if you have any children living with you.

Are you the parent or legal guardian of any of the children living with you?

Please cross (X) only one answer.

☐ Yes

☐ No

02B Please answer this question if you have any children living with you.

How many children of the following ages live in your household? Only include those aged 0-16.

Write in the number of children of each age. If there are no children living here, leave the boxes blank.

Less than one year old

1 – 5 years old

6 – 11 years old

12 – 13 years old

14 – 16 years old

03 Please answer this question if you have any children living with you.

Does your child (or do your children) receive free school meals?

Please cross (X) only one answer.

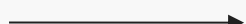
☐ Yes

☐ No

04 This question should be answered by everyone.

How many adults aged 17 or over live with you as part of your household?

Please cross (X) only one answer.

☐ No other adults  **Go to 06A**

☐ 1 other adult
☐ 2 other adults
☐ 3 other adults
☐ 4 other adults
☐ 5 or more other adults
 **Go to 05**

05

Please answer this question if you live with any other adults (aged 17+).

Do you live with a partner or spouse?

Please cross (X) only one answer.

- ☐ Yes
☐ No

06A

This question should be answered by everyone.

Do you look after, or give any help or support to, anyone because they have long term physical or mental health conditions or illnesses, or problems related to old age?

Please do not include any help that you provide as part of any employment you may have.

Please cross (X) all that apply.

- ☐ Yes, someone I live with
☐ Yes, someone I do not live with
☐ No
☐ Prefer not to say

06B

This question should be answered by everyone who provides unpaid care.

In the last month how many hours a week have you provided unpaid care for?

Please cross (X) only one answer.

- ☐ Up to 4 hours
☐ 5 to 9 hours
☐ 10 to 16 hours
☐ 17 hours or more
☐ Prefer not to say

07

This question should be answered by everyone.

Which of the following describes your main activity?

Please cross (X) only one answer.

- ☐ Full-time employee (30 hours a week or more)
☐ Part-time employee (less than 30 hours a week)
☐ Self-employed or freelance
☐ On maternity or paternity leave
☐ Retired (whether receiving a pension or not)
☐ In full-time education or training
☐ Looking after home or family
☐ Signed off sick (short-term or temporarily)
☐ Long-term sick or disabled
☐ Unemployed and looking for work
☐ Unemployed and not looking for work
☐ Other
☐ Prefer not to say

08

This question should be answered by everyone.

Do you have any paid jobs at the moment?

Please cross (X) only one answer.

- ☐ Yes, one paid job → **Go to 09A**
☐ Yes, more than one paid job → **Go to 09A**
☐ No, I have no paid job at the moment → **Go to 10**

09A Please answer this question if you are employed.

Which of the following best describes the contract (or contracts) that you are currently working on?

Please cross (X) all that apply.

- ☐ A permanent contract.....
- ☐ A zero-hours contract (also known as a non-guaranteed hours contract)
- ☐ Casual / temporary or seasonal work (with a contract)
- ☐ Casual / temporary or seasonal work (without a contract)
- ☐ A fixed-term contract (with more than three months remaining).....
- ☐ A fixed-term contract (with less than three months remaining).....
- ☐ Apprenticeship or another training scheme
- ☐ A short-term work visa (with less than 12 months remaining)
- ☐ A long-term work visa (with 12 or more months remaining)
- ☐ A contract with an employment agency
- ☐ I am self-employed.....
- ☐ I do not have a contract.....
- ☐ Something else (please say what).....

- ☐ Don't know
- ☐ Prefer not to say.....

09B Please answer this question if you are employed.

Thinking about the job(s) that you have, how many hours a week do you usually work?

Please include any paid and unpaid overtime.

Please cross (X) only one answer.

- | | |
|--|--|
| <input type="checkbox"/> 0 to 15 hours a week | <input type="checkbox"/> It varies |
| <input type="checkbox"/> 16 to 30 hours a week | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> 31 to 48 hours a week | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 49 hours or more | |

09C Please answer this question if you are employed.

Which of the following statements best matches your view on the number of hours which you usually work **per week**?

Please cross (X) only one answer.

- ☐ I want to work more hours than I currently do, but I am not offered any more hours at work
- ☐ I want to work more hours than I currently do, but I am not able to because of my caring responsibilities
- ☐ I am happy with the number of hours that I currently work
- ☐ I want to work fewer hours than I currently work
- ☐ Don't know
- ☐ Prefer not to say

09D Please answer this question if you are employed.

To the best of your knowledge, which of the following do you receive or are entitled to in your current employment? If you have multiple jobs please think about your main source of income.

Please cross (X) all that apply.

- ☐ Pay which exceeds the National Minimum Wage / National Living Wage
- ☐ A statement setting out the terms of your engagement in the role e.g. your hours and pay (such as an employment contract or a letter)
- ☐ Holiday pay
- ☐ Statutory sick pay
- ☐ Enrolment into a pension scheme
- ☐ At least 4 weeks' notice of shifts and shift cancellation
- ☐ Payments if shifts are cancelled within four weeks of their date
- ☐ A guaranteed minimum of 16 hours a week
- ☐ Don't know
- ☐ Prefer not to say

10 Please answer this question if you are not working.

Which, if any, of the following reasons best describe why you are not working at the moment?

Please cross (X) all that apply.

Health reasons

- ☐ I have a health condition (physical or mental) that means that I cannot work
- ☐ I would like to work, but it is difficult to find work which allows me to manage my health condition

Caring responsibilities

- ☐ I have caring responsibilities that means that I cannot work
- ☐ I would like to work, but it is difficult to find work which allows me to manage my caring responsibilities
- ☐ Lack of affordable or available childcare means I cannot work
- ☐ Lack of affordable or available care for the person who, for health reasons, I provide unpaid care for means I cannot work

The benefits system

- ☐ I don't want to lose my benefits

Difficulty finding work

- ☐ I have tried to find work but haven't been successful
- ☐ I can't find work close enough to where I live / where I can travel to
- ☐ I am looking for a specific type of role or job that I haven't found or hasn't been available
- ☐ I only want to work specific hours and haven't found a suitable job
- ☐ I don't have a permanent place to live
- ☐ I don't have sufficient access to the internet
- ☐ I am waiting to hear back from jobs that I have applied for
- ☐ I want some time out of trying to find work
- ☐ I don't have the right skills or qualifications to find work
- ☐ Some other reason (please say what)

- ☐ Don't know
- ☐ Prefer not to say

11

Please answer this question if you live with any other adults (17+).

Apart from you, are any other adult members of your household...

Please cross (X) all that apply.

- ☐ Working full-time as an employee
- ☐ Working part-time as an employee
- ☐ Self-employed or freelance
- ☐ No other adults in household are working
- ☐ There are no other adults in my household
- ☐ Prefer not to say

HEALTH AND PERSONAL SUPPORT

12

This question should be answered by everyone.

Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Please cross (X) all that apply.

- ☐ Yes, a physical disability
 - ☐ Yes, a long-term physical condition or illness
 - ☐ Yes, a mental health condition (including stress, depression or anxiety)
 - ☐ Yes, a learning disability or learning difficulty
 - ☐ None of the above
 - ☐ Don't know
 - ☐ Prefer not to say
- } **Go to 13**
 → **Go to 14**
 → **Go to 14**
 → **Go to 14**

13

This question should be answered if you have a health condition or illness.

Do any of your conditions or illnesses reduce your ability to carry out day to day activities?

Please cross (X) only one answer.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Not at all

14

This question should be answered by everyone.

Does anyone else in your household have any physical or mental health conditions lasting or expected to last 12 months or more?

Please cross (X) all that apply.

- ☐ Yes, but it doesn't reduce their ability to carry out day to day activities
- ☐ Yes, and it does reduce their ability to carry out day to day activities
- ☐ No, no one else in my household has any health conditions
- ☐ No others in household, I live alone
- ☐ Don't know
- ☐ Prefer not to say

15 This question should be answered by everyone.

Thinking about the following groups, how much can you rely on them for support if you have a serious problem?

Please cross (X) one box per row.

	A lot	Somewhat	A little	Not at all	Not applicable/ not part of that group
Your immediate family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your community (e.g. neighbours, local club, community group)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

LIFE EVENTS AND HOUSING

16 This question should be answered by everyone.

In the last 12 months, have you experienced any of the following?

We would like to remind you that we will keep your answers completely confidential.

Please cross (X) all that apply.

- | | |
|--|---|
| <input type="checkbox"/> Being evicted from your home | <input type="checkbox"/> Alcohol dependency |
| <input type="checkbox"/> One or more of your children becoming disabled or experiencing poor health | <input type="checkbox"/> Illicit drug dependency |
| <input type="checkbox"/> Separation or divorce | <input type="checkbox"/> A problem with gambling |
| <input type="checkbox"/> Other household / relationship breakdown | <input type="checkbox"/> Getting in trouble with the police e.g. an arrest or a caution |
| <input type="checkbox"/> Becoming long-term sick or disabled | <input type="checkbox"/> Being discharged from prison |
| <input type="checkbox"/> Death of partner | <input type="checkbox"/> Problem with your right to work or live in the UK |
| <input type="checkbox"/> Other bereavement | <input type="checkbox"/> Lost a job |
| <input type="checkbox"/> Domestic abuse e.g. incidents of physical, sexual, psychological, emotional or economic abuse; violent, threatening, controlling or coercive behaviour by a partner, ex-partner, other family member or carer | <input type="checkbox"/> Any other challenging life experiences not listed above |
| <input type="checkbox"/> Relationship with your parents / family breaking down | <input type="checkbox"/> None of these things |
| <input type="checkbox"/> Debt / bankruptcy | <input type="checkbox"/> Prefer not to say |

17 This question should be answered by everyone.

In the last 12 months, have you experienced any of the following?

Please cross (X) all that apply.

- ☐ Rough sleeping/living on the streets
- ☐ Living in emergency or temporary accommodation provided by the council (e.g. hostels, shelters)
- ☐ Sofa surfing (staying with friends or family temporarily)
- ☐ None of these things
- ☐ Prefer not to say

18 This question should be answered by everyone.

Which of the following best describes where you are living at the moment?

Please cross (X) only one answer.

- ☐ A flat, room or house rented by me (or partner) from a private landlord
- ☐ A flat or house rented by me (or partner) from a local council or housing association or housing co-operative
- ☐ A temporary flat or house provided by the local council
- ☐ Other statutory accommodation (e.g. supported accommodation or NASS accommodation or Asylum accommodation)
- ☐ A flat or house owned by me or my partner (with a mortgage or owned outright)
- ☐ I live permanently with my parents, other family members or friends
- ☐ I am staying with my parents, other family members or friends but this is a temporary or insecure arrangement
- ☐ A hotel, hostel, refuge, B&B or night shelter
- ☐ Sleeping rough / living on the streets
- ☐ Other

19 This question should be answered by everyone.

Thinking about your current accommodation, which of the following best describes your access to each of the following kitchen appliances?

Please cross (X) one box per row.

	I have access to this and can afford to use it at the moment	I have access to this but can't afford to use it at the moment	I do not have access to this at the moment
Cooker or oven	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hob	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microwave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fridge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toaster	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Air fryer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20 This question should be answered by everyone.

What are your and your partner's current sources of income?

Please cross (X) all that apply.

- ☐ Income from benefits (e.g. Universal Credit, Child Benefit, Housing Benefit, the State Pension or tax credit)
- ☐ Earnings as an employee, worker or self-employed worker (including cash in hand work)
- ☐ Income in the form of non-repayable cash grants (often for people facing financial hardship) from your local authority
- ☐ Help with rent or bills from family/friends not living with you
- ☐ Cash support from a charity
- ☐ Income from private pensions
- ☐ Income from investments
- ☐ Asylum support payments
- ☐ Other
- ☐ No source of income

21 This question should be answered by everyone.

Are you or your partner in receipt of any of the following benefits at all?

Please cross (X) all that apply.

- ☐ Universal Credit
 - ☐ Housing Benefit or Local Housing Allowance (please select this even if the benefit goes directly to your landlord).....
 - ☐ Employment and Support Allowance
 - ☐ Jobseeker's Allowance.....
 - ☐ Income Support.....
 - ☐ Child Tax Credit
 - ☐ Working Tax Credit
 - ☐ Child Benefit.....
 - ☐ Council Tax Reduction/Council Tax Support
 - ☐ Personal Independence Payment (PIP)
 - ☐ Disability Living Allowance
 - ☐ Carer's Allowance
 - ☐ Pension Credit
 - ☐ Attendance Allowance.....
 - ☐ State Pension.....
 - ☐ Other benefit not listed here
 - ☐ No, not in receipt of any benefits → **Go to 23**
- Go to 22**

22

Please answer this question if you are claiming benefits.

How long have you currently been claiming income from benefits for?

Please cross (X) only one answer.

- ☐ Under 3 months
- ☐ Between 3 and 6 months
- ☐ Over 6 months and up to 1 year
- ☐ More than 1 year
- ☐ Don't know
- ☐ Prefer not to say

23

This question should be answered if you and your partner are not claiming any benefits.

Which of the following, if any, are reasons you and your partner are not claiming benefits?

Please cross (X) all that apply.

- ☐ Not aware of them
- ☐ We are not eligible due to not having recourse to public funds (NRPF)
- ☐ Applied but not eligible due to income or savings
- ☐ Not applied because I don't think we would be eligible
- ☐ Too difficult to apply for them
- ☐ Didn't want to apply for them
- ☐ On a fixed term award that has come to an end
- ☐ Applied and waiting for a decision on an initial claim or appeal
- ☐ I have been in hospital, a care home or a prison for more than four weeks
- ☐ Other
- ☐ Don't know

24

Please answer this question if you are claiming Universal Credit.

Your Universal Credit payments can include additional amounts to help with different costs. Does your household receive any of the following on top of the standard basic payment (Standard Allowance)?

Please cross (X) all that apply.

- ☐ Extra money to help with your housing costs (paid to yourself or directly to your landlord)
- ☐ Extra money for caring for someone
- ☐ Extra money if someone you live with is disabled
- ☐ Extra money for children living at home, excluding childcare costs
- ☐ Extra money for childcare
- ☐ Extra money because you have a disability or health condition, which limits your ability to work
- ☐ None of the above
- ☐ I don't know what the Universal Credit payment covers
- ☐ I don't claim Universal Credit

25 This question should be answered by everyone.

In the past month, about how much was your total household income combining everything received by you and other members of your household.

Please tell us how much money went into your bank account (so not including anything taken off before it comes to you such as tax, National Insurance, money taken off your benefits or paid directly to a landlord).

If you don't have a bank account, please let us know how much money you receive in cash on average. If you have no income, please write in 0.

As a reminder this information will be kept anonymous and your response will not be identifiable to anyone outside of the research team.

Please give us a monthly or weekly amount, depending on what is easier for you.

Monthly income: £

OR

Weekly income: £

26 Please answer this question if you are in receipt of any benefits and live in social housing.

Are you currently having your benefit award reduced because you are considered to have a spare bedroom, i.e. the 'bedroom tax' or under occupancy charge?

Please cross (X) only one answer.

- ☐ Yes - and I am not claiming a Discretionary Housing Payment from my local authority to cover it
- ☐ Yes - but I am claiming a Discretionary Housing Payment (This is an extra payment that provides financial support to help with rent or housing costs) from my local authority to cover it
- ☐ No
- ☐ Don't know

27 Please answer this question if you are in receipt of any benefits.

Is part of your or your partner's benefit income being deducted to pay a benefit advance, benefit overpayments, DWP loans or other debt and fines? A deduction is when the DWP reduces the money you get from your benefits to pay someone you owe money to, or to clear a debt. This is often because someone has taken a benefit advance, or other DWP loan.

Please cross (X) only one answer.

- ☐ Yes → **Go to 28**
- ☐ No → **Go to 29**
- ☐ Don't know → **Go to 29**

28 Please answer this question if your benefits are being deducted.

And why is part of your or your partner's benefit income being deducted?

Please cross (X) all that apply.

- ☐ To repay an advance payment taken to cover the five-week wait for Universal Credit
- ☐ To repay an advance payment taken to cover a specific expense (a budgeting advance)
- ☐ To repay an advance payment taken on because of a change of circumstances
- ☐ To repay previous benefit overpayments (e.g. from the DWP or the Council)
- ☐ To repay a Hardship Payment from the DWP
- ☐ To repay a court fine / fines
- ☐ To repay council tax arrears
- ☐ Because of deductions from third parties (e.g. to repay arrears on rent or energy bills)
- ☐ Other debts and fines
- ☐ I don't know why

29 This question should be answered by everyone.

Have you or your partner experienced a benefit sanction in the last 3 months?

A benefit sanction happens when you fail to meet the conditions of your benefit and your benefit payment is stopped or reduced.

Please cross (X) only one answer.

- ☐ Yes, and I am / they are currently sanctioned
- ☐ Yes, have been sanctioned in the last 3 months but I am / they are not currently sanctioned
- ☐ No
- ☐ Don't know

30 This question should be answered by everyone.

How much money, if any, do you and your partner have in savings? Please answer to the nearest £.

Please cross (X) only one answer.

- ☐ None at all
- ☐ Less than £50
- ☐ £50-£99
- ☐ £100-£499
- ☐ £500-£999
- ☐ £1000-£5000
- ☐ More than £5000
- ☐ Don't know
- ☐ Prefer not to say

31 This question should be answered by everyone.

Does your household pay rent at all for the property you are living in (please cross yes even if your rent is fully covered by benefits)?

Please cross (X) only one answer.

- ☐ Yes → **Go to 32**
- ☐ No → **Go to 35**

32 Please answer this question if you pay rent.

What is your rent?

Please tell us how much your landlord charges in total

£

33 Please answer this question if you pay rent.

And how long a period does that rent cover?

Please cross (X) only one answer.

- ☐ One week
- ☐ Two weeks
- ☐ A calendar month

34 Please answer this question if you pay rent.

In the last month, how much rent did you or the people you are living with actually pay?

If you receive any Housing Benefit, Local Housing Allowance or Universal Credit support for your rent, please tell us how much you actually paid after that support.

If you paid nothing write in 0.

£

35 This question should be answered by everyone.

Do you have a mortgage?

Please cross (X) only one answer.

☐ Yes → **Go to 36**

☐ No → **Go to 37**

36 Please answer this question if you pay a mortgage.

And what are your current monthly mortgage repayments?

Please tell us the amount even if you are unable to make the payments. Please enter 0 (zero) if you have paid off your mortgage.

£ per month

37 This question should be answered by everyone.

Which of the following best describes your current financial situation?

Please cross (X) only one answer.

- | | |
|--|-------------------|
| <input type="checkbox"/> I am keeping up with all bills and credit commitments without any difficulty | → Go to 39 |
| <input type="checkbox"/> I am keeping up with all bills and credit commitments, but it is a struggle from time to time | } Go to 38 |
| <input type="checkbox"/> I am keeping up with all bills and credit commitments, but it is a constant struggle | |
| <input type="checkbox"/> I am having real financial problems and have fallen behind with bills or credit commitments..... | |
| <input type="checkbox"/> I don't have any bills or credit commitments | } Go to 39 |
| <input type="checkbox"/> Don't know | |
| <input type="checkbox"/> Prefer not to say..... | |

38 Please answer this question if you have struggled to keep up with bills or credit commitments.

You said that you are finding it a struggle to keep up with your bills or credit commitments at the moment or from time to time. How long have you been managing like this?

Please cross (X) only one answer.

- | | |
|--|--|
| <input type="checkbox"/> For the last three months | <input type="checkbox"/> For the last 3-5 years |
| <input type="checkbox"/> For the last six months | <input type="checkbox"/> As long as I can remember |
| <input type="checkbox"/> For the last 12 months | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> For the last 2-3 years | <input type="checkbox"/> Prefer not to say |

39 This question should be answered by everyone.

Are you or your partner behind with any of the following household bills?

Please cross (X) all that apply.

- ☐ Council tax
- ☐ Gas, electricity (or other fuel such as oil or wood used to heat or power your home)
- ☐ Water and sewerage
- ☐ Telephone/mobile phone/broadband
- ☐ TV licence
- ☐ Rent or mortgage costs
- ☐ Other arrears
- ☐ We are up to date with all payments

40 This question should be answered by everyone.

Many people use different sources of money to tide them over. Which, if any, of the following sources have you or your partner currently borrowed money or got credit from that you will need to repay?

Please cross (X) all that apply.

- ☐ Friend or family
- ☐ Bank loan or Credit Union
- ☐ Your personal overdraft
- ☐ Credit card
- ☐ Payday loans / doorstep lender / Money Shop
- ☐ Pawnbroker
- ☐ Unlicensed lender (e.g. loan shark)
- ☐ Car finance
- ☐ Catalogues paid by instalment or repayments on a store card
- ☐ "Buy Now Pay Later" online payments from providers such as Klarna, or Afterpay
- ☐ Hire purchase payments for appliances (e.g. fridge, washing machine, business equipment, etc.)
- ☐ Other
- ☐ We do not owe money to any lender

SOURCES OF SUPPORT AND COST OF LIVING

41A This question should be answered by everyone.

Have you applied for, or received, any of the following forms of support available to people who are facing financial difficulty in the last three months?

Please cross (X) one box per row.

	No - have not applied in last 3 months	Yes - applied in last 3 months, but not received	Yes - received in last three months
Benefit Advance e.g. to cover the five week wait, or a budgeting advance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hardship Payment from the DWP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discretionary Housing Payment from your local council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A Debt Relief Order (this is applied for via a debt adviser who supports you to complete the application. It aims to deal with personal debts you cannot pay)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

41B This question should be answered by everyone.

Have you applied for, or received, any of the following forms of support available to people who are facing financial difficulty in the last three months? **Please cross (X) one box per row.**

	No - have not applied in last 3 months	Yes - applied in last 3 months, but not received	Yes - received in last three months
Financial support with your council tax bill (Council Tax Relief)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support from your Local Authority's benefits and revenue team to help you apply for benefits or council tax support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Section 17 payments (this is additional support from local councils to help ensure the welfare of a "child in need")	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

42 This question should be answered by everyone.

Some local councils across England provide one-off financial support in the form of a loan, non-repayable cash grant, or free essential household items (e.g. a cooker or fridge) to people facing severe financial hardship.

Which of the following statements best applies to you in relation to this support?

Please cross (X) only one answer.

- ☐ I have received this support within the last three months
- ☐ I have applied for this support within the last three months, and I am waiting for a decision
- ☐ I have applied for this support within the last three months, but I was unsuccessful
- ☐ I am aware of this support, but I do not know how to apply for it
- ☐ I am not aware of this support
- ☐ Don't know
- ☐ Prefer not to say

43 This question should be answered by everyone.

In the last month have you had more than one day when you didn't eat at all, or had only one meal, because you couldn't afford to buy enough food? **Please cross (X) only one answer.**

- ☐ Yes
- ☐ No

44 This question should be answered by everyone.

In the last month have you gone without basic toiletries such as soap, shampoo, toothbrush, toothpaste or sanitary items because you couldn't afford to buy them?

Please cross (X) only one answer.

- ☐ Yes
- ☐ No

45 This question should be answered by everyone.

In the last month have you not been able to travel to an essential appointment (e.g. Jobcentre appointment, job interview, GP appointment, school meeting, visiting immediate family) because you couldn't afford to?

Please cross (X) only one answer.

- ☐ Yes
 - ☐ No
- If **yes**, please tell us what you have missed in the box below

46 This question should be answered by everyone.

Do you have access to the internet?

Please cross (X) all that apply.

- ☐ Yes, through a mobile phone network (3G, 4G or 5G)
- ☐ Yes, through broadband or wi-fi at home
- ☐ Only through communal or shared services (library, provision at hostel etc)
- ☐ No access

47 This question should be answered by everyone.

Not counting the people you live with, how often do you have any contact with your relatives, friends or neighbours - this could be in person, by phone, letter, email or through the internet?

Please cross (X) only one answer.

- ☐ On most days
- ☐ Once or twice a month
- ☐ Never
- ☐ Once or twice a week
- ☐ Less often than once a month

48 This question should be answered by everyone.

Before receiving this most recent food parcel from the food bank did you or your partner receive support or advice about any of the below in the previous 6 months? This could have been provided by someone from your local authority, an advisor at a charity, your GP or someone at your children's school.

Please cross (X) all that apply.

- ☐ Debt advice
- ☐ Budgeting advice
- ☐ Housing advice
- ☐ Immigration or citizenship advice
- ☐ Support relating to mental health
- ☐ Support relating to physical health
- ☐ Bereavement support
- ☐ Advice or support for loneliness or isolation
- ☐ Family or parenting support
- ☐ Benefits advice
- ☐ A Women's Centre
- ☐ Support for issues related to gambling
- ☐ Support for issues related to drug or alcohol dependency
- ☐ Other, write in

- ☐ No support or advice received on any of these
- ☐ Don't know
- ☐ Prefer not to say

49 This question should be answered by everyone.

In the last 12 months, how many times have you, or anyone else in your household, received a parcel of food from a Trussell Trust food bank?

Please cross (X) only one answer.

- | | |
|---|--|
| <input type="checkbox"/> This is the first time | <input type="checkbox"/> Every month or more often |
| <input type="checkbox"/> Two to three times | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Four to six times | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> More than six times, but not every month | |

PERSONAL DEMOGRAPHICS

The following questions are about you and your background. These questions will help us to understand the experiences of different people. We will keep your answers completely confidential.

50A This question should be answered by everyone.

Which of the following best describes you?

Please cross (X) only one answer.

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> Female | <input type="checkbox"/> Prefer to self-describe – write in |
| <input type="checkbox"/> Male | <div style="border: 1px solid black; height: 20px; width: 400px;"></div> |
| <input type="checkbox"/> Non binary | <input type="checkbox"/> Prefer not to say |

50B This question should be answered by everyone.

Do you consider yourself to be trans, or to have a trans history? (Trans is a term used to describe people whose gender is not the same as the sex they were registered at birth).

Please cross (X) only one answer.

- ☐ No
- ☐ Yes - please describe your trans status in the box below (for example, non-binary, trans man, trans woman)
-
- ☐ Prefer not to say

51 Please answer this question if it is applicable to you. If not, please go to 52

Are you currently pregnant?

Please cross (X) only one answer.

- | | |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |

52 This question should be answered by everyone.

Which of the following best describes your sexual orientation?

Please cross (X) only one answer.

- | | | |
|--|---|--|
| <input type="checkbox"/> Straight / Heterosexual | <input type="checkbox"/> Other sexual orientation, write in | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Gay or Lesbian | <div style="border: 1px solid black; height: 25px; width: 260px; margin-top: 5px;"></div> | |
| <input type="checkbox"/> Bisexual | | |

53 This question should be answered by everyone.

How old are you?

Please enter a number for age, or a cross (X) if you prefer not to say

Write in

☐ Prefer not to say

54 This question should be answered by everyone.

Have you ever sought or applied for asylum in the UK?

Please cross (X) only one answer.

- ☐ Yes – and was successful with application ☐ No
☐ Yes – and was unsuccessful with application ☐ Prefer not to say
☐ Yes – and I am waiting for decision on application (including waiting on appeal)

55 This question should be answered by everyone.

What is your ethnic group?

Please cross (X) only one answer.

White

- ☐ English / Welsh / Scottish / Northern Irish / British
☐ Irish
☐ Gypsy or Irish Traveller

☐ Any other White background, write in

Asian / Asian British

- ☐ Indian
☐ Pakistani
☐ Bangladeshi
☐ Chinese

☐ Any other Asian background, write in

Other ethnic group

- ☐ Arab
☐ Any other ethnic group, write in

☐ Prefer not to say

Mixed / multiple ethnic groups

- ☐ White and Black Caribbean
☐ White and Black African
☐ White and Asian
☐ Any other Mixed / multiple ethnic background, write in

Black / African / Caribbean / Black British

- ☐ African
☐ Caribbean
☐ Any other Black / African / Caribbean background, write in

56 This question should be answered by everyone.

As a child were you ever in the care of a local authority, for instance living in a children's home, or in foster care with family members or other carers?

Please cross (X) only one answer.

- ☐ Yes ☐ Prefer not to say
☐ No

57 This question should be answered by everyone.

Have you or anyone else in your household served, or are currently serving, in the UK armed forces?
This could be either in the regular armed forces or reserve armed forces.

Please cross (X) one box per row.

	Yes, currently	Yes, previously	No, never	Don't know / not applicable
Yourself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Another member of your household	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

58 This question should be answered by everyone.

Which of the following best describes your current immigration status?
Please note that sharing this information will not affect your immigration status. Your response will be kept confidential and used only for research purposes.

Please cross (X) all that apply.

- ☐ Citizen of a European Union country, with settled status
- ☐ Citizen of a European Union country, with pre-settled status
- ☐ Citizen of a European Union country, without either settled or pre-settled status
- ☐ Holding a visa
- ☐ Indefinite Leave to Remain in the UK
- ☐ Limited Leave to Remain in the UK
- ☐ Humanitarian Protection
- ☐ Refugee status
- ☐ Asylum Seeker status
- ☐ UK Citizen
- ☐ Other, write in
- ☐ Don't know
- ☐ Prefer not to say

59 This question should be answered by everyone.

Some people may have got a copy of this questionnaire in an earlier food parcel and so may have completed it already. It is fine to complete and return it more than once, but it would be useful for us to know this. Have you completed another copy of this questionnaire already?

Please cross (X) only one answer.

- ☐ Yes, already done one
- ☐ Yes, already done more than one
- ☐ No

Thank you for your time. That is the end of the survey.

We would like to send you a £10 high street gift voucher to thank you for your time. You can spend the voucher in a wide range of different shops. We can send this by post or by email – just tell us below which you prefer and enter your contact details below.

We will post or email your £10 gift voucher within four weeks of us receiving your questionnaire.

How would you like to receive your gift voucher?

- ☐ By post....**Please provide your contact details below**
- ☐ By email....**Please provide your contact details below**
- ☐ I do not wish to receive a gift voucher

If you do not have a fixed address, nor access to email, and are unsure where you can have your voucher sent, please phone our freephone survey helpline to discuss options (**0800 5422 157**). Please make a note of the five digit reference number on the top right hand corner of your letter.

Further research

If the Trussell Trust wanted to carry out some follow up research would you be willing to be recontacted by Ipsos so we can ask if you would be interested in taking part? Those selected for further research will be offered a thank you payment for taking part. Agreeing to recontact does not mean you have to take part – you can decide at the time. We will store your details until August 2026.

As with this survey, your participation in further research will be anonymous and The Trussell Trust will not know who took part, and will not be able to see any individual answers.

Your participation in further research will also not affect your relationship with the food bank or the Trussell Trust, or any of the benefits you may be receiving. This research is not linked to the Department for Work and Pensions or the benefits system.

Please cross (X) only one answer.

- ☐ I am willing to be contacted about further research....**Please provide your contact details below.**
- ☐ Do not contact me about future research

Personal details

Please write in block capitals.

Forename:	<input type="text"/>	Surname:	<input type="text"/>
Email address:	<input type="text"/>		
Phone number:	<input type="text"/>		
Address:	<input type="text"/>		
Postcode:	<input type="text"/>		

11.5 General population survey questionnaire

Ipsos UK | UK KnowledgePanel | Questionnaire template | Internal Use Only | Version 1 | 23 April 2024

1

Trussell Trust General Population Survey KnowledgePanel – Internal Use Only

ABOUT THE SURVEY

FIELDWORK DATES:

Wave 1: 30/05/24 to 05/06/24

Wave 2: 27/06/24 to 03/07/24

Wave 3: 25/07/24 to 31/07/24

1. Your household and activity / work

ASK ALL

OPEN TEXT. ALLOW BLANKS OR ZERO FOR ZERO.

Q1_nchildren

How many children aged 0-16 live with you as part of your household?

Please enter a number. If no children 0-16 live with you, write in 0.

Prefer not to say

ASK IF Q1>0

SINGLE CODE

Q1a_parent

Are you the parent or legal guardian of any of the children living with you?

Please select one option only

1. Yes
2. No
3. Prefer not to say

ASK IF Q1>0

OPEN TEXT. ALLOW BLANKS OR ZERO FOR ZERO. CHECK NUMBER ADDS TO NUMBER AT Q1
Q2_childage

How many children of the following ages live in your household? Only include those aged 0-16.

Write in the number of children of each age

1. Less than one year old
2. 1 - 5 years old
3. 6 – 11 years old
4. 12 – 13 years old
5. 14 – 16 years old

ASK IF HAS CHILDREN (IF Q1>0)
SINGLE CODE.

Q3_fsm

Does your child (or do your children) receive free school meals?

Please select one option only

1. Yes
2. No

ASK ALL
SINGLE CODE

Q4_nadults

How many adults aged 17 or over live with you as part of your household?

Please select one option only

1. No other adults
2. 1 other adult
3. 2 other adults
4. 3 other adults
5. 4 other adults
6. 5 or more other adults

ASK IF LIVING WITH ANY OTHER ADULTS (Q4 = CODES 2-6)
SINGLE CODE

Q5_couple

Do you live with a partner or spouse?

Please select one option only

1. Yes
2. No

ASK ALL
MULTI CODE

Q6_Itcondsupp

Do you look after, or give any help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age?

Please do not include any help that is provided as part of any employment.

Please select all that apply

1. Yes, someone I live with [ONLY IF Q1 NOT 0 AND Q4 NOT 1]
2. Yes, someone I do not live with
3. No
4. Prefer not to say

ASK ALL CODE 1 or 2 AT Q6_Itconduspp
SINGLE CODE

Q6A_Itcondsupp2

In the last month how many hours a week have you provided unpaid care for?

Please select one option only

1. Up to 4 hours
2. 5 to 9 hours
3. 10 to 16 hours
4. 17 hours or more
5. Prefer not to say

ASK ALL
SINGLE CODE
Q7_ empstat

Which of the following describes your main activity...

Please select one option only

1. Full-time employee (30 hours a week or more)
2. Part time employee (less than 30 hours a week)
3. Self-employed or freelance
4. On maternity or paternity leave
5. Retired (whether receiving a pension or not)
6. In full time education or training
7. Looking after home or family
8. Signed off sick (short-term or temporarily)
9. Long-term sick or disabled
10. Unemployed and looking for work
11. Unemployed and not looking for work
12. Other
13. Prefer not to say

ASK ALL
SINGLE CODE
Q8_ emppaid

Do you have any paid jobs at the moment?

Please select one option only

1. Yes, one paid job
2. Yes, more than one paid job
3. No, I have no paid job at the moment

ASK IF EMPLOYED (Q08 = CODES 1 OR 2)
SINGLE CODE

Q9a_emptype

Which of the following best describes the contract (or contracts) that you are currently working on?

Please select all that apply

1. A permanent contract
2. A zero-hours contract (also known as a non-guaranteed hours contract)
3. Casual / temporary or season work (with a contract)
4. Casual / temporary or seasonal work (without a contract)
5. A fixed-term contract (with more than three months remaining)
6. A fixed-term contract (with less than three months remaining)
7. Apprenticeship or another training scheme
8. A short-term work visa (with less than 12 months remaining)
9. A long-term work visa (with 12 or more months remaining)
10. A contract with an employment agency
11. I am self-employed
12. I do not have a contract
13. Something else (please write in)

14. Don't know

15. Prefer not to say

ASK IF EMPLOYED (Q08 = CODES 1 OR 2)

Q9aa_emphourspw

Thinking about the job(s) that you have, how many hours a week do you usually work? Please include any paid and unpaid overtime.

1. 0 to 15 hours a week
2. 16 to 30 hours a week
3. 31 to 48 hours a week
4. 49 hours or more
5. It varies
6. Don't know
7. Prefer not to say

ASK IF EMPLOYED (Q08 = CODES 1 OR 2)**SINGLE CODE****Q9ab_emphours**

Which of the following statements best matches your view on the number of hours which you usually work per week?

Please select one option only

1. I want to work more hours than I currently do, but I am not offered any more hours at work
2. I want to work more hours than I currently do, but I am not able to because of my caring responsibilities
3. I am happy with the number of hours that I currently work
4. I want to work fewer hours than I currently work
5. Don't know
6. Prefer not to say

ASK IF EMPLOYED (Q08 = CODES 1 OR 2)**MULTI CODE****Q9b_empentitle_new**

To the best of your knowledge, which of the following do you receive or are entitled to in your current employment? If you have multiple jobs please think about your main source of income.

Please select all that apply

1. Pay which exceeds the National Minimum Wage / National Living Wage
2. A statement setting out the terms of your engagement in the role e.g. your hours and pay (such as an employment contract or a letter)
3. Holiday pay
4. Statutory sick pay
5. Enrolment into a pension scheme
6. At least 4 weeks' notice of shifts and shift cancellation
7. Payment if shifts are cancelled within four weeks of their date
8. A guaranteed minimum of 16 hours a week
9. Don't know **[EXCLUSIVE]**
10. Prefer not to say **[EXCLUSIVE]**

ASK IF UNEMPLOYED (Q08 = CODE 3)

SINGLE CODE

Q10_unemp

Which, if any, of the following reasons best describe why you are not working at the moment?*Please select all that apply***Health reasons**

1. I have a health condition (physical or mental) that means that I cannot work
2. I would like to work, but it is difficult to find work which allows me to manage my health condition

Caring responsibilities

3. I have caring responsibilities that mean that I cannot work
4. I would like to work, but it is difficult to find work which allows me to manage my caring responsibilities
5. Lack of affordable or available childcare means I cannot work
6. Lack of affordable or available care for the person who, for health reasons, I provide unpaid care for means I cannot work

The benefits system

7. I don't want to lose my benefits

Difficulty finding work

8. I have tried to find work but haven't been successful
9. I can't find work close enough to where I live / where I can travel to
10. I am looking a specific type of role or job that I haven't found or hasn't been available
11. I only want to work specific hours and haven't found a suitable job
12. I don't have a permanent place to live
13. I don't have sufficient access to the internet
14. I am waiting to hear back from jobs that I have applied for
15. I want some time out of trying to find work
16. I don't have the right skills or qualifications to find work
17. Some other reason (please write in)

-
18. Don't know

19. Prefer not to say

ASK IF LIVING WITH ANY OTHER ADULTS (Q04 = CODES 2-6)

MULTI CODE

Q11_empstathld

Apart from you, are any other adult members in your household...

Please select all that apply

1. Working full-time as an employee
2. Working part-time as an employee
3. Self-employed or freelance
4. No other adults in household are working
5. Prefer not to say

2. HEALTH AND PERSONAL SUPPORT

SWEMWBS wellbeing scale

ASK ALL - LOOP

SINGLE CODE

Q15a_swemwbs_a

We now have some questions about feelings and thoughts. Please select the answer that best describes your experience of each of the following over the last 2 weeks.

Please select one option only

I have been feeling optimistic about the future

1. None of the time
2. Rarely
3. Some of the time
4. Often
5. All of the time
6. Prefer not to say
7. Don't know

ASK ALL
SINGLE CODE

Q15b_swemwbs_b

Please select the answer that best describes your experience of each of the following over the last 2 weeks.

I've been feeling useful

Please select one option only

1. None of the time
2. Rarely
3. Some of the time
4. Often
5. All of the time
6. Prefer not to say
7. Don't know

ASK ALL
SINGLE CODE

Q15c_swemwbs_c

Please select the answer that best describes your experience of each of the following over the last 2 weeks.

I've been feeling relaxed

Please select one option only

1. None of the time
2. Rarely
3. Some of the time
4. Often
5. All of the time
6. Prefer not to say
7. Don't know

ASK ALL
SINGLE CODE

Q15d_swemwbs_d

Please select the answer that best describes your experience of each of the following over the last 2 weeks.

I've been dealing with problems well

Please select one option only

1. None of the time
2. Rarely
3. Some of the time
4. Often
5. All of the time
6. Prefer not to say
7. Don't know

ASK ALL
SINGLE CODE

Q15e_swemwbs_e

Please select the answer that best describes your experience of each of the following over the last 2 weeks.

I've been thinking clearly

Please select one option only

1. None of the time
2. Rarely
3. Some of the time
4. Often
5. All of the time
6. Prefer not to say
7. Don't know

ASK ALL
SINGLE CODE

Q15f_swemwbs_f

Please select the answer that best describes your experience of each of the following over the last 2 weeks.

I've been feeling close to other people

Please select one option only

1. None of the time
2. Rarely
3. Some of the time
4. Often
5. All of the time
6. Prefer not to say
7. Don't know

ASK ALL
SINGLE CODE

Q15g_swemwbs_g

Please select the answer that best describes your experience of each of the following over the last 2 weeks.

I've been able to make up my own mind about things

Please select one option only

1. None of the time
2. Rarely
3. Some of the time
4. Often
5. All of the time
6. Prefer not to say
7. Don't know

ASK ALL
MULTI CODE
Q12_Itcond1

Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Please select all that apply

1. Yes, a physical disability
2. Yes, a long-term physical condition or illness
3. Yes, a mental health condition (including stress, depression or anxiety)
4. Yes, a learning disability or learning difficulty
5. None of the above
6. Don't know
7. Prefer not to say

ASK IF HAVE A HEALTH CONDITION OR ILLNESS (Q12 = CODES 1-4)
SINGLE CODE
Q13_Itcond2

Do any of your conditions or illnesses reduce your ability to carry out day to day activities?

Please select one option only

1. Yes, a lot
2. Yes, a little
3. Not at all

ASK [ONLY IF Q1 NOT 0 AND Q4 NOT 1]
MULTI CODE
Q14_Itcondhhld

Does anyone else in your household have any physical or mental health conditions lasting or expected to last 12 months or more?

Please select all that apply

1. Yes, but it doesn't reduce their ability to carry out day to day activities
2. Yes, and it does reduce their ability to carry out day to day activities
3. No, no one else in my household has any health conditions
4. Don't know
5. Prefer not to say

ASK ALL
SINGLE CODE PER ROW. SET UP THREE SEPARATE QUESTIONS
Q15_othsupp

Thinking about the following groups, how much can you rely on them for support if you have a serious problem?

Each is presented on a separate screen

A. Your immediate family

B. Your friends

C. Your community (e.g. neighbours, local club, community group)

Please select one option only

1. A lot
2. Somewhat
3. A little
4. Not at all
5. Not applicable/not part of that group

3. LIFE EVENTS AND HOUSING

ASK ALL

MULTI CODE (USE LIST, NOT COLUMNS)

Q16_advlifeexp

In the last 12 months, have you experienced any of the following?

We would like to remind you that we will keep your answers completely confidential.

Please select all that apply.

1. Being evicted from your home
2. One or more of your children becoming disabled or experiencing poor health
3. Separation or divorce
4. Other household / relationship breakdown
5. Becoming long-term sick or disabled
6. Death of partner
7. Other bereavement
8. Domestic abuse (e.g. incidents of physical, sexual, psychological, emotional or economic abuse; violent, threatening, controlling or coercive behaviour by a partner, ex-partner, other family member or carer)
9. Relationship with your parents / family breaking down
10. Debt / bankruptcy
11. Alcohol dependency
12. Illicit drug dependency
13. A problem with gambling
14. Getting in trouble with the police e.g. an arrest or a caution
15. Being discharged from prison
16. Problem with your right to work or live in the UK
17. Lost a job
18. Any other challenging life experiences not listed above
19. None of these things
20. Prefer not to say

ASK ALL

MULTI CODE (USE LIST, NOT COLUMNS)

Q16b_emppayless2

And have you (IF HAVE PARTNER Q05=1 or your partner's) experienced any of the following in the last 12 months?

Please select all that apply

1. Loss of job
2. Pay cut
3. Offered fewer work hours
4. Wages were not paid, or were withheld
5. Unpaid sick leave
6. Illness/not able to work for more than 4 weeks
7. Maternity/paternity leave
8. Taking unpaid leave due to caring responsibilities
9. None of the above
10. Prefer not to say

ASK ALL

MULTI CODE

Q17_accom1

In the last 12 months, have you experienced any of the following?

Please select all that apply

1. Rough sleeping / living on the streets
2. Living in emergency or temporary accommodation provided by the council (e.g. hostels, shelters)
3. Sofa surfing (staying with friends or family temporarily)
4. None of these things
5. Prefer not to say

ASK ALL
SINGLE CODE
Q18_accom2

Which of the following best describes where you are living at the moment?

Please select one option only

1. A flat, room or house rented by me (or partner) from a private landlord
2. A flat or house rented by me (or partner) from a local council or housing association or a housing co-operative
3. A temporary flat or house provided by the local council
4. Other statutory accommodation (e.g. supported accommodation or NASS accommodation or Asylum accommodation)
5. A flat or house owned by me or my partner (with a mortgage or owned outright)
6. I live permanently with my parents, other family members or friends
7. I am staying with my parents, other family members or friends but this is a temporary or insecure arrangement
8. A hotel, hostel, refuge, B&B or night shelter
9. Sleeping rough / living on the streets
10. Other

ASK ALL 1-8 OR 10 AT Q18 (EXCLUDE THOSE SLEEPING ROUGH / ON THE STREETS)
SINGLE CODE FOR EACH
Q18a_accom3

Thinking about your current accommodation, which of the following best describes your access to each of the following kitchen appliances?

Please select one option only for each

[RANDOMISE]

- A. Cooker or oven
- B. Hob
- C. Microwave
- D. Fridge
- E. Toaster
- F. Air fryer

ANSWER CODES

1. I have access to this and can afford to use it at the moment
2. I have access to this but can't afford to use it at the moment
3. I do not have access to this at the moment
4. Prefer not to say

4. FINANCE

ASK ALL
MULTI CODE
Q19_inctype

What are your (IF HAVE PARTNER: and your partner's) current sources of income?

Please select all that apply

1. Income from benefits (e.g. Universal Credit, Child Benefit, Housing Benefit, the State Pension or tax credit)
2. Earnings as an employee, worker or self-employed worker (including cash in hand work)
3. Income in the form of non-repayable cash grants (often for people facing financial hardship) from your local authority – [ENGLAND, WALES AND SCOTLAND ONLY]
4. Income in the form of crisis grants or support from your local authority (e.g. the Scottish Welfare Fund) [SCOTLAND ONLY]
5. Income in the form of crisis grants or support from the Discretionary Assistance Fund [WALES ONLY]
6. Financial support from Discretionary Support (provided by the Department for Communities) [NORTHERN IRELAND ONLY]
7. Help with rent or bills from family/friends not living with you
8. Cash support from a charity
9. Income from private pensions
10. Income from investments
11. Asylum support payments
12. Other
13. No source of income
14. Don't know
15. Prefer not to say

ASK ALL
MULTI CODE
Q20_benftype

Are you (IF HAVE PARTNER: or your partner) in receipt of any of the following benefits at all?

Please select all that apply

- 1.Universal Credit
- 2.Housing Benefit or Local Housing Allowance (please select this even if the benefit goes directly to your landlord)
- 3.Employment and Support Allowance
- 4.Jobseeker's Allowance
- 5.Income Support
- 6.Child Tax Credit
- 7.Working Tax Credit
- 8.Child Benefit
- 9.IN SCOTLAND, ENGLAND AND WALES: Council Tax Reduction/Council Tax Support IN
NORTHERN IRELAND: Domestic Rates Rebate
- 10.Personal Independence Payment (PIP)
- 11.Disability Living Allowance
- 12.Adult Disability Payment [SCOTLAND ONLY]
- 13.Child Disability Payment [SCOTLAND ONLY]
- 14.Carer's Allowance Supplement [SCOTLAND ONLY]
- 15.Scottish Child Payment [SCOTLAND ONLY]
- 16.Education Maintenance Allowance [SCOTLAND AND N IRELAND ONLY]
- 17.Carer's Allowance
- 18.Pension Credit
- 19.Attendance Allowance
- 20.State Pension
- 21.Other benefit not listed here
- 22.No, not in receipt of any benefits – EXCLUSIVE

ASK ALL IN WALES

MULTI CODE

Q20B_walesbenefit

And are you or your partner in receipt of any of the following Welsh benefits?

Please select all that apply

1. Education Maintenance Allowance (EMA)
2. Welsh Government Learning Grant
3. A basic Income from the Welsh Government because you are a Care Leaver or are Care Experienced
4. None of these

ASK IF IN RECEIPT OF BENEFITS (Q20 = CODES 1-21)

SINGLE CODE

Q21_benflength

How long have you currently been claiming income from benefits for?

Please select one option only

1. Under 3 months
2. Between 3 and 6 months
3. Over 6 months and up to 1 year
4. More than 1 year
5. Don't know
6. Prefer not to say

ASK IF CLAIMING UNIVERSAL CREDIT (Q20 = CODE 1)**MULTI CODE****Q22_ucextra**

Your Universal Credit payments can include additional amounts to help with different costs. Does your household receive any of the following on top of the standard basic payment (Standard Allowance)?

Please select all that apply.

- 1.Extra money to help with your housing costs (paid to yourself or directly to your landlord)
- 2.Extra money for caring for someone
- 3.Extra money if someone you live with is disabled
- 4.Extra money for children living at home, excluding childcare costs
5. Extra money for childcare
6. Extra money because you have a disability or health condition, which limits your ability to work
7. None of the above
8. I don't know what the Universal Credit payment covers

ASK ALL**OPEN TEXT****Q28_inctot_monthly / inctot_weekly**

In the past month, about how much was your total household income combining everything received by you and other members of your household?

Please tell us how much money went into your bank account (so not including anything taken off before it comes to you such as tax, National Insurance, money taken off your benefits or paid directly to a landlord).

If you don't have a bank account, please let us know how much money you receive in cash on average.

If you have no income, please write in 0.

As a reminder this information will be kept anonymous and your response will not be identifiable to anyone outside of the research team.

Please give us a monthly or weekly amount, depending what is easier for you.

1. Monthly income: £
2. OR Weekly income: £
3. Prefer not to say

ASK ALL PREFER NOT TO SAY AT Q28

SINGLE CODE

In the past month, into which group would you place your total household income combining everything received by you and other members of your household.

Please tell us how much money went into your bank account (so not including anything taken off before it comes to you such as tax, National Insurance, money taken off your benefits or paid directly to a landlord).

As a reminder this information will be kept anonymous and your response will not be identifiable to anyone outside of the research team.

Please select one option only.

	Per week	Per month
1	£0 – no household income	£0 – no household income
2	Up to £86	Up to £374
3	£87 - £125	£375 - £541
4	£126 - £144	£542 - £624
5	£145 - £182	£625 - £791
6	£183 - £221	£792 - £958
7	£222 - £259	£959 - £1,124
8	£260 - £298	£1,125 - £1,291
9	£299 - £336	£1,292 - £1,458
10	£337 - £480	£1,459 - £2,083
11	£481 - £576	£2,084 - £2,499
12	£577 - £769	£2,500 - £3,333
13	£770 - £961	£3,334 - £4,166
14	£962 - £1,442	£4,167 - £6,249
15	£1,443 - £1,923	£6,250 - £8,333
16	£1,924 or more	£8,334 or more
17	Prefer not to say	

ASK IF IN RECEIPT OF BENEFITS (Q20 = CODES 1-21) & IN SOCIAL HOUSING (Q18 = CODES 2-4) & IN ENGLAND, WALES OR SCOTLAND [DO NOT ASK IF NI]

SINGLE CODE

Q24_benfbtax

Are you currently having your benefit award reduced because you are considered to have a spare bedroom, i.e. the 'bedroom tax' or under occupancy charge?

Please select one option only

1. Yes - and I am not claiming a Discretionary Housing Payment from my local authority to cover it
2. Yes - but I am claiming a Discretionary Housing Payment (This is an extra payment that provides financial support to help with rent or housing costs) from my local authority to cover it.
3. No
4. Don't know

ASK IF IN RECEIPT OF BENEFITS (Q20 = CODES 1-21)

SINGLE CODE

Q25_benfdeduct1

Is part of your (IF HAVE PARTNER: or your partner's) benefit income being deducted to pay a benefit advance, benefit overpayments, DWP [IN NORTHERN IRELAND: DfC] loans or other debt and fines? A deduction is when the DWP [IN NORTHERN IRELAND: DfC] reduces the money you get from your benefits to pay someone you owe money to, or to clear a debt. This is often because someone has taken a benefit advance, or other DWP [IN NORTHERN IRELAND: DfC] loan.

Please select one option only

1. Yes
2. No
3. Don't know

ASK IF BENEFITS ARE BEING DEDUCTED (Q25 = CODE 1)

MULTI CODE

Q26_benfdeduct2

And why is part of your (IF HAVE PARTNER: or your partner's) benefit income being deducted?

Please select all that apply

- 1.To repay an advance payment taken to cover the five-week wait for Universal Credit
- 2.To repay an advance payment taken to cover a specific expense (a budgeting advance)
- 3.To repay an advance payment taken on because of a change of circumstances
- 4.To repay previous benefit overpayments (e.g. from the DWP [IN NORTHERN IRELAND: DfC] or the Council)
- 5.To repay a Hardship Payment from the DWP [IN NORTHERN IRELAND: DfC]
- 6.To repay a court fine / fines
- 7.To repay arrears on your domestic rates [NORTHERN IRELAND ONLY]
- 8.To repay council tax arrears
- 9.Because of deductions from third parties (e.g. to repay arrears on rent or energy bills)
- 10.Other debts and fines
- 11.I don't know why - EXCLUSIVE

ASK ALL

SINGLE CODE

Q27_benfsanc

Have you (IF HAVE PARTNER: or your partner) experienced a benefit sanction in the last 3 months?

A benefit sanction happens when you fail to meet the conditions of your benefit and your benefit payment is stopped or reduced.

Please select one option only

1. Yes, and I am / they are currently sanctioned
2. Yes, have been sanctioned in the last 3 months but I am / they are not currently sanctioned
3. No
4. Don't know

ASK ALL

SINGLE CODE

Q29_savtot

How much money, if any, do you (IF HAVE PARTNER: and your partner) have in savings? Please answer to the nearest £.

Please select one option only

1. None at all
2. Less than £50
3. £50-£99
4. £100-£499
9. £500-£999
5. £1000-£5000
6. More than £5000
7. Don't know
8. Prefer not to say

ASK IF NOT SLEEPING ROUGH (Q18_accom2 = Codes 1-8 OR Code 10)

SINGLE CODE

Q30_rent

Does your household pay rent at all for the property you are living in (please tick yes even if your rent is fully covered by your benefits)?

Please select one option only

1. Yes
2. No

ASK IF PAYING RENT (q30=code1)

OPEN TEXT

Q31_renttot

What is your rent?**Please tell us how much your landlord charges in total?****We will ask how long that covers at the next question.**

£

WRITE IN

ASK IF PREFER NOT TO SAY AT Q31

SINGLE CODE

Q31a_renttot

Into which of the following groups would you place the amount of rent your landlord charges in total?*Please select one option only*

1. £0 per month
2. £1 - £200 per month
3. £201 - £400 per month
4. £401 - £600 per month
5. £601 - £800 per month
6. £801 - £1,000 per month
7. £1,001 - £1,250 per month
8. £1,251 - £1,500 per month
9. £1,501 per month or more
10. Prefer not to say

ASK IF PAYING RENT (q30=code1)

SINGLE CODE

Q32_rentfreq

And how long a period does that rent cover?*Please select one option only*

1. One week
2. Two weeks
3. A calendar month

ASK IF PAYING RENT (q30=code1)

SINGLE CODE

Q33_rentpay

In the last month, how much rent did you or the people you are living with actually pay?

If you receive any Housing Benefit, Local Housing Allowance or Universal Credit support for your rent, please tell us how much you actually paid after that support.

If you paid nothing write in 0.

Please write in the box below

£

Prefer not to say

ASK IF PREFER NOT TO SAY AT Q33

SINGLE CODE

Q33a_rentpay

Into which of the following groups would you place the amount of rent you or the people you are living with actually paid yourself in the last month?

If you receive any Housing Benefit, Local Housing Allowance or Universal Credit support for your rent, please tell us how much you actually paid after that support.

If you paid nothing please select £0.

Please select one option only

1. £0 per month
2. £1 - £200 per month
3. £201 - £400 per month
4. £401 - £600 per month
5. £ £601 - £800 per month
6. £801 - £1,000 per month
7. £1,001 - £1,250 per month
8. £1,251 - £1,500 per month
9. £1,501 per month or more
10. Prefer not to say

ASK ALL

SINGLE CODE

Q34_mortgage

Do you have a mortgage?

Please select one option only

1. Yes
2. No

ASK IF HAVE MORTGAGE (Q34=1)

SINGLE CODE

Q35_mortgagepay**And what are your current monthly mortgage repayments?**

Please tell us the amount even if you are unable to make the payments. Please Enter 0 (zero) if you have paid off your mortgage.

1. £ per month
2. Prefer not to say

ASK IF PREFER NOT TO SAY AT Q35**SINGLE CODE****Q35a_mortgagepayth****Into which of the groups below would you place your current monthly mortgage repayments?**

Please tell us the amount even if you are unable to make the payments.

Please select one option only

1. £0 per month
2. £1 - £200 per month
3. £201 - £400 per month
4. £401 - £600 per month
5. £ £601 - £800 per month
6. £801 - £1,000 per month
7. £1,001 per month or more
8. Prefer not to say

ASK ALL**SINGLE CODE****Q41_billsdiff****Which of the following best describes your current financial situation?**

Please select one option only

1. I am keeping up with all bills and credit commitments without any difficulty
2. I am keeping up with all bills and credit commitments but it is a struggle from time to time
3. I am keeping up with all bills and credit commitments but it is a constant struggle
4. I am having real financial problems and have fallen behind with bills or credit commitments
5. I don't have any bills or credit commitments
6. Don't know
7. Prefer not to say

ASK IF HAVE STRUGGLED TO KEEP UP WITH BILLS OR CREDIT COMMITMENTS (Q41 = CODES 2-4)

SINGLE CODE

Q42_billsdiffduration

You said that you are finding it a struggle to keep up with your bills or credit commitments at the moment or from time to time. How long have you been managing like this?

Please select one option only

1. For the last three months
2. For the last six months
3. For the last 12 months
4. For the last 2-3 years
5. For the last 3-5 years
6. As long as I can remember
7. Don't know
8. Prefer not to say

ASK ALL

MULTI CODE

Q43_billsarrears1

Are you (IF HAVE PARTNER: or your partner) behind with any of the following household bills?

Please select all that apply

1. ENGLAND, WALES, SCOTLAND Council tax (SCOTLAND: including water and sewage)
NORTHERN IRELAND: Your Domestic Rates
2. Gas, electricity (or other fuel such as oil or wood used to heat or power your home)
3. [ENGLAND, WALES:] Water and sewage
4. Telephone/mobile phone/broadband
5. TV licence
6. Rent or mortgage costs
7. Other arrears
8. We are up-to-date with all payments

ASK ALL
MULTI CODE
Q45_loan

Many people use different sources of money to tide them over. Which, if any, of the following sources have you or your partner currently borrowed money or got credit from that you will need to repay?

Please select all that apply

1. Friend or family
2. Bank loan or Credit Union
3. Your personal overdraft
4. Credit card
5. Payday loans / doorstep lender / Money Shop
- 6 .Pawnbroker
7. Money borrowed from a Paramilitary Money Lender [NORTHERN IRELAND ONLY]
8. Unlicensed lender (e.g. loan shark)
9. Car finance
10. Catalogues paid by instalment or repayments on a store card
11. "Buy Now Pay Later" online payments from providers such as Klarna, or Afterpay
12. Hire purchase payments for appliances (e.g. fridge, washing machine, business equipment, etc.)
13. Other
14. We do not owe money to any lender

5. SOURCES OF SUPPORT AND COST OF LIVING

ASK ALL
SINGLE CODE
Q47_nofood

In the last month have you had more than one day when you didn't eat at all, or had only one meal, because you couldn't afford to buy enough food?

Please select one option only

1. Yes
2. No

ASK ALL
SINGLE CODE
Q48_noclothes

In the last month have you not been able to dress appropriately for the weather because you didn't have suitable shoes or clothes and were unable to buy them?

Please select one option only

1. Yes
2. No

ASK ALL
SINGLE CODE
Q49_notoiletries

In the last month have you gone without basic toiletries such as soap, shampoo, toothbrush, toothpaste or sanitary items because you couldn't afford to buy them?

Please select one option only

1. Yes
2. No

ASK ALL
SINGLE CODE
Q50_noheating

In the last month have you not been able to afford to heat your home on more than four days across the month?

Please select one option only

1. Yes
2. No

ASK ALL
SINGLE CODE
Q51_nolighting

In the last month have you not been able to afford to light your home on more than four days across the month?

Please select one option only

1. Yes
2. No

ASK ALL
SINGLE CODE
Q52_sleeprough

In the last month have you had to sleep rough for at least one night?

Please select one option only

1. Yes
2. No

DUMMY VARIABLES
NUMERIC
Q47_52_COUNT

COUNT NUMBER OF CODE 1 RESPONSES AT Q47 THROUGH Q52 (SCORE WILL BE RANGE 0-6)

ASK ALL
SINGLE CODE
Q53_notravel

In the last month have you not been able to travel to an essential appointment (e.g. job interview, GP appointment, school meeting, visiting immediate family) because you couldn't afford to?

Please select one option only

1. Yes – If yes, please tell us what you have missed in the box below

2. No

ASK ALL
SINGLE CODE
Q55_contactfreq

Not counting the people you live with, how often do you have any contact with your relatives, friends or neighbours - this could be in person, by phone, letter, email or through the internet?

Please select one option only

1. On most days
2. Once or twice a week
3. Once or twice a month
4. Less often than once a month
5. Never

6. FOOD INSECURITY

ASK ALL
SINGLE CODE
Q55B_foodsec_1

These next questions are about the food eaten in your household over the past 12 months, that is since [date one year ago] and whether you were able to afford the food you need.

In the last 12 months, can you tell us if this statement was true for you?

“[I/we] worried whether [my/our] food would run out before [I/we] got money to buy more.”

Please select one option only

1. Often true
2. Sometimes true
3. Never true

ASK ALL
SINGLE CODE
Q55C_foodsec_2

In the last 12 months, can you tell us if this statement was true for you?

“The food that [I/we] bought just didn’t last, and [I/we] didn’t have money to get more.”

Please select one option only

1. Often true
2. Sometimes true
3. Never true

ASK ALL
SINGLE CODE
Q55D_foodsec_3

In the last 12 months, can you tell us if this statement was true for you?

I / we couldn't afford to eat balanced meals

Please select one option only

1. Often true
2. Sometimes true
3. Never true

ASK ALL WHERE ONE OR MORE QUESTIONS AT Q55B, C or D ARE CODED 1 'OFTEN TRUE' OR
CODE 2 'SOMETIMES TRUE'
SINGLE CODE

Q55E_skipmeal

In the last 12 months ...

Did [you/you or other adults in your household] ever cut the size of your meals because there wasn't enough money for food?

Please select one option only

1. Yes
2. No
3. Don't know
4. Prefer not to say

ASK ALL WHO DID CUT SIZE OF MEALS (Codes 1 at 55E)
SINGLE CODE

Q55F_skipfreq

How often did this happen?

1. Almost every month
2. Some months but not every month
3. Only 1 or 2 months
4. Don't know
5. Prefer not to say

ASK ALL WHERE ONE OR MORE QUESTIONS AT 55 B, C or D ARE CODED 1 'OFTEN TRUE' OR CODE 2 'SOMETIMES TRUE'

SINGLE CODE

Q55G_eatless

In the last 12 months...

did you ever eat less than you felt you should because there wasn't enough money for food?

Please select one option only

1. Yes
2. No
3. Don't know
4. Prefer not to say

ASK ALL WHERE ONE OR MORE QUESTIONS AT 55 B, C OR D ARE CODED 1 'OFTEN TRUE' OR CODE 2 'SOMETIMES TRUE'SINGLE CODE

Q55H_hungry

In the last 12 months...

were you ever hungry but didn't eat because there wasn't enough money for food?

Please select one option only

1. Yes
2. No
3. Don't know
4. Prefer not to say

ASK ALL WHERE ONE OR MORE QUESTIONS AT 55 B, C OR D ARE CODED 1 'OFTEN TRUE' OR CODE 2 'SOMETIMES TRUE'SINGLE CODE

Q55I_lostwt

In the last 12 months...

did you lose weight because there wasn't enough money for food?

Please select one option only

1. Yes
2. No
3. Don't know
4. Prefer not to say

ASK ALL IF ONE OR MORE OF 55B TO I ARE CODED 1 'YES'

Q55J_noteat

In the last 12 months

did [you/you or other adults in your household] ever not eat for a whole day because there wasn't enough money for food?

Please select one option only

1. Yes
2. No
3. Don't know
4. Prefer not to say

ASK ALL WHO HAD NOT EATEN FOR A WHOLE DAY (Codes 1 at 55J)

SINGLE CODE

Q55K_noteatfreq

How often did this happen?

1. Almost every month
2. Some months but not every month
3. Only 1 or 2 months
4. Don't know
5. Prefer not to say

DUMMY VARIABLE

NUMERIC

HFSSM_SCORE

CALCULATE TOTAL SUM OF RESPONSES THAT FIT WITHIN CATEGORIES BELOW (SCORE WILL BE RANGE 0-10)

Q55B=1 or 2
 Q55C=1 or 2
 Q55D=1 or 2
 Q55E= 1
 Q55F=1 or 2
 Q55G=1
 QFFH=1
 Q55I=1
 Q55J=1
 Q55K= 1 or 2

DUMMY VARIABLE

SINGLE CODE

HFSSM_SCORE_CATEGORY

1. High Food security IF HFSSM_SCORE=0
2. Marginal Food security IF HSSM_SCORE= 1 or 2
3. Low Food security IF HSSM_SCORE=3,4 or 5
4. Very Low Food security IF HSSM_SCORE>=6

ASK ALL
SINGLE CODE

Q55L_fparcel

In the last 12 months, have you, or anyone else in your household, received a free parcel of food from a food bank or other emergency food provider?

Please select one option only

1. Yes, once in the last year
2. Yes, two or three times in the last year
3. Yes, four to six times in the last year
4. Yes, more than six times but not every month
5. Yes, every month or more often
6. No I haven't
7. Prefer not to say

ASK IF CODE 1-5 AT Q55L
SINGLE CODE

Q55M_fparcelfreq2

How often in the past 30 days, have you, or anyone else in your household, received a free food parcel from

Please select one option only

1. Have not received one in the last 30 days
2. Once
3. Two or three times
4. Four to six times
5. More than six times
5. Don't know
6. Prefer not to say

ASK ALL
SINGLE CODE

Q55N_foodpantry

Some people buy food at a low cost for themselves and their households from places other than mainstream food shops or supermarkets, especially when they are finding it difficult to make ends meet. For instance, they might go to a food pantry or social supermarket where you can obtain a range of food items for a single low-cost payment or low-cost monthly membership fee.

Can you tell us, have you obtained food from a place like this in the last 12 months?

Please select one answer only

1. No I haven't
2. Once in the last year
3. Two or three times in the last year
4. Four to six times in the last year
5. More than six times but not every month
6. Every month or more often
7. Don't know
8. Prefer not to say

ASK ALL
SINGLE CODE

Q55O_soupkitch

Have you obtained meals for yourself or your household from an organisation providing free hot or cold prepared meals to people facing financial hardship in the last 12 months? These are sometimes referred to as soup kitchens. This does not include meals provided through school voucher schemes during the school holidays.

Please select one answer only

1. No I haven't
2. Only once in the last year
3. Two or three times in the last year
4. Four to six times in the last year
5. More than six times but not every month
6. Every month or more often
7. Don't know
8. Prefer not to say

DUMMY VARIABLE**SINGLE CODE****FOOD_AID_NON_USER**

1. Non user [CODE IF (Q55L=6) & (Q55N=1) & (Q55O=1)]
2. User [CODE IF (Q55L=1-5) OR (Q55N=2-6) OR (Q55O=2-6)]

ASK ALL NON-USER OF FOOD AID AND EITHER FOOD INSECURE OR DESTITUTE
IF (FOOD_AID_NON_USER=1) & ((HFSSM_SCORE>=3) OR (Q47_52_COUNT>=2))

OPEN END

Q55P_nonuser

Some people use food banks or other food aid providers to support them when they are facing financial hardship. For what reasons, if any, have you not accessed a form of food aid in the last 12 months?

Please write in fully below.

ASK ALL NON-USER OF FOOD AID AND EITHER FOOD INSECURE OR DESTITUTE
IF (FOOD_AID_NON_USER=1) & ((HFSSM_SCORE>=3) OR (Q47_52_COUNT>=2))

MULTI CODE OR OPEN END, RANDOMISE 1-14, 19, 20 & 21

Q55Q_nonuser

Thinking still about this...For which, if any, of the following reasons have you not accessed a form of food aid in the last 12 months?

1. I did not know how to access those services or where to find them
 2. I did not think that I was in enough need to use those services
 3. I was not eligible to access those services
 4. I did not want to engage with the religious aspect of the service(s)
 5. I had dietary or cultural restrictions that were not met by those services
 6. I did not trust the quality or safety of the food provided by those services
 7. I was embarrassed to use those services
 8. I was afraid of being judged or stigmatised by others for using those services
 9. The service(s) are in a place or building that I did not feel comfortable going to
 10. Those services are not available in my local area
 11. There is no accessible or affordable transport to those services
 12. I had health problems that prevented me from accessing those services
 13. I did not have enough time or energy to access those services
 14. I did not need to use those services as I am not facing financial hardship
 19. I did not want to use those services as I feel other people are in greater need of them than me
- [WAVE 2 & 3 ONLY]**
20. I had a negative experience when using these services before **[WAVE 2 & 3 ONLY]**
 21. I get by using different methods (e.g. receiving support from family and friends, cutting down on meals or other items, buying reduced-price food, using food-sharing applications, etc.) **[WAVE 2 & 3 ONLY]**

15. Another reason (please specify) **[FIX]**
16. No reason in particular **[EXCLUSIVE, FIX]**
17. Don't know **[EXCLUSIVE, FIX]**
18. Prefer not to say **[EXCLUSIVE, FIX]**

DEMOGRAPHIC QUESTIONS

ASK ALL
SINGLE CODE

Q59_gend1

Which of the following best describes you?

Please select one option only.

1. Female
2. Male
3. Non-binary
4. Prefer to self-describe – Please write in the box below

5. Prefer not to say

ASK ALL

SINGLE CODE

Q60_gend2

Do you consider yourself to be trans, or to have a trans history? (Trans is a term used to describe people whose gender is not the same as the sex they were registered at birth).

Please select one option only

1. No
2. Yes – people describe your trans status in the box below (for example, non binary, trans man, trans woman)

3. Prefer not to say

ASK THOSE WHO ARE FEMALE (Q59=1)

SINGLE CODE

Q61_pregnant

Are you currently pregnant?

Please select one option only.

1. Yes
2. No
3. Don't know
4. Prefer not to say

ASK ALL

SINGLE CODE

Q62_sexualorientation

Which of the following best describes your sexual orientation?

Please select one option only.

1. Straight / Heterosexual
2. Gay or Lesbian
3. Bisexual
4. Other sexual orientation, write in the box below

5. Prefer not to say

ASK ALL

SINGLE CODE

Q65_ukasylum

Have you ever sought or applied for asylum in the UK?

Please select one option only.

1. Yes – and was successful with application
2. Yes – and was unsuccessful with application
3. Yes – and I am waiting for decision on application (including waiting on appeal)
4. No
5. Prefer not to say

ASK ALL

SINGLE CODE

Q67_fostercare

As a child were you ever in the care of a local authority, for instance living in a children's home, or in foster care with family members or other carers?

Please select one option only.

1. Yes
2. No
3. Prefer not to say

**ASK ALL
SINGLE CODE PER STATEMENT****Q68_armedforces**

Have [you/you or other adults in your household] served, or are currently serving in the UK armed forces?

This could either be in the regular armed forces or reserve armed forces.

Please select one option only for each

STATEMENTS

1. Yourself
2. Another member of your household **[SHOW ONLY IF MORE THAN 1 ADULT IN HHOLD]**

ANSWER CODES

1. Yes, currently
2. Yes, previously
3. No, never
4. Don't know
5. Prefer not to say

**ASK ALL
MULTI CODE****Q69_immigstatus**

Which of the following best describes your current immigration status?

Please note that sharing this information will not impact your immigration status in any way and your response will remain anonymous.

Please select all that apply.

1. Citizen of a European Union country, with settled status
2. Citizen of a European Union country, with pre-settled status
3. Citizen of a European Union country, without either settled or pre-settled status
4. Holding a visa
5. Indefinite Leave to Remain in the UK
6. Limited Leave to Remain in the UK
7. Humanitarian Protection
8. Refugee status
9. Asylum Seeker status
10. UK Citizen
11. Other (please specify)
12. Don't know **[EXCLUSIVE]**
13. Prefer not to say **[EXCLUSIVE]**

THANK AND END

11.6 Privacy notices

Survey of people referred to food banks in the Trussell Trust network - Privacy Notice – V3

Survey of people referred to food banks in the Trussell Trust network and your personal data

- This Privacy Notice explains who we are, the personal data we collect, how we use it, who we share it with, and what your legal rights are.
- Ipsos UK has been commissioned by the Trussell Trust to undertake a survey of people referred to food banks in the Trussell Trust network.
- Food banks included in the study are within the Trussell Trust network.
- By taking part in the survey, participants (data subjects) consent to Ipsos UK processing their personal data for the purposes of reporting aggregated survey findings to the Trussell Trust.

About Ipsos UK

- Ipsos is a specialist research agency, commonly known as “Ipsos UK”. Ipsos UK is part of the Ipsos worldwide group of companies, and a member of the Market Research Society. As such we abide by the Market Research Society Code of Conduct and associated regulations and guidelines.

About the Trussell Trust

- The Trussell Trust support a nationwide network of food banks and, together, they provide emergency food and support to people facing hardship, and campaign for change to end the need for food banks in the UK.
- The Trussell Trust’s privacy policy can be found here: <https://www.trusselltrust.org/privacy/>

What is Ipsos UK’s & the Trussell Trust’s legal basis for processing your personal data?

- Ipsos UK & the Trussell Trust (the “Client”) require a legal basis to process your personal data. Ipsos UK’s & the client’s legal basis for processing is your consent to take part in the survey of people referred to food banks in the Trussell Trust network. If you wish to withdraw your consent at any time, please see the section below covering ‘Your Rights’.

How will Ipsos UK use any personal data including survey responses you provide?

- Firstly, responding to this survey is entirely voluntary and any answers are given with your consent.
- Your personal data will not be shared with anyone outside Ipsos UK and the organisations we work with in conducting this research unless you expressly give consent.
- Ipsos UK and the Trussell Trust will use your personal data and responses solely for research purposes.

Who we share your data with

- Ipsos UK will be using approved suppliers to assist us in running the survey and we may need to process your personal data through these supplier organisations for that purpose. These supplier organisations include:
- Rackspace UK Limited – in order to host the data collected.
- LanguageLine Solutions may provide translation services.
- All £10 vouchers will be sent directly by Ipsos. For those who wish to have an e-voucher, Ipsos will send an e-code via email. E-codes will be received from Love-2-Shop – but Love-2-Shop will not have any personal details of participants. Only Ipsos will know who has requested a voucher – Ipsos will not share this information with the Trussell Trust nor any third parties.

How will Ipsos UK ensure your personal information is secure?

- Ipsos UK takes its information security responsibilities seriously and applies various precautions to ensure your information is protected from loss, theft or misuse. Security precautions include appropriate physical security of offices and controlled and limited access to computer systems.
- Ipsos UK has regular internal and external audits of its information security controls and working practices and is accredited to the International Standard for Information Security, ISO 27001.

How long will Ipsos UK retain your personal data and identifiable responses?

- Ipsos UK will only retain your personal data in a way that can identify you for as long as is necessary to support the research project and findings. In practice, this means that once we have satisfactorily reported the research findings to the Trussell Trust, we will securely remove your personal, identifying data from our systems no later than August 2026.
- If you consent to take part in further research when taking part in the survey, Ipsos will securely store your contact information separately to the responses you give to the survey questions. We will retain your contact information until August 2026 as we will use this to invite you to take part in further research.
- Agreeing to recontact for further research does not mean you have to take part – you can decide at the time.

Incentive payments

- Participants can complete an electronic survey or paper survey and request their voucher by email or post.
- For anyone who completes both the paper questionnaire and online questionnaire, only one £10 voucher will be sent to them.
- Each participant who completes a survey (either the online survey or paper survey) will be sent a £10 high street gift voucher by email or post depending on their personal preference.
- Vouchers will be sent within four weeks of Ipsos UK receiving each completed questionnaire (either online or via post).
- The deadline for receipt of questionnaires is 9 August 2024.
- If a questionnaire is received after the deadline, it will be too late to include in the data analysis. However, Ipsos UK will process late responses for the purposes of sending vouchers up to and including 31 October 2024. Ipsos UK cannot guarantee to provide a gift voucher for questionnaires received after 31 October 2024.
- The contact details used to send e-vouchers and postal vouchers will be securely destroyed by Ipsos by 29 November 2024. Ipsos will only retain contact information of those who have consented to further research (see above).

Your rights.

- You have the right to access your personal data within the limited period that Ipsos UK holds it.
- Providing responses to this survey is entirely voluntary and is done with your consent. You have the right to withdraw your consent at any time.
- You also have the right to rectify any incorrect or out-of-date personal data about you which we may hold.
- If you want to exercise your rights, please contact Ipsos UK.
- If you have any complaints, we would appreciate it, if you give us the opportunity to resolve any issue first, by contacting us as set out below.
- If Ipsos UK cannot resolve your complaint to your satisfaction within a reasonable timescale, you have the right to contact the Market Research Society (MRS). The MRS is the market research regulatory body. You can find details about how to contact the MRS <https://www.mrs.org.uk/> or telephone 02074904911.
- You are also entitled to contact the UK's Information Commissioner's Office (ICO), if you have concerns on how we have processed your personal data. You can find details about how to contact the Information Commissioner's Office at <https://ico.org.uk/global/contact-us/> or by sending an email to: casework@ico.org.uk

Where will your personal data be held & processed?

- All of your personal data used and collected for this survey will be stored and processed in the United Kingdom.

How can you contact Ipsos UK & the Trussell Trust about this survey and/or your personal data?

Contact Ipsos UK

Email FoodBankSurvey@ipsos.com with '23-077158-01 Survey of people referred to food banks in the Trussell Trust network' in the email subject line.

Post to:

23-077158-01
Survey of people referred to food banks in the Trussell Trust network
Compliance Department
Ipsos (market research) Limited
3 Thomas More Square,
London
E1W 1YW

Contact the Trussell Trust

Email privacy@trusselltrust.org with 'Survey of people referred to food banks in the Trussell Trust network' in the subject line.

Post to:

Survey of people referred to food banks in the Trussell Trust network
Safeguarding and Quality Manager,
Safeguarding and Quality team,
Unit 9 Ashfield Road Trading Estate,
Ashfield Road,
Salisbury,
Wiltshire
SP2 7HL

11.7 Weighting targets for general population survey

Weighting targets for England 18+

Age and Gender

	Male	Female	<i>In another way</i>	PNTS
18-24	5.27%	5.08%	0.16%	0.07%
25-34	8.20%	8.58%	0.24%	0.11%
35-44	7.97%	8.45%	0.13%	0.09%
45-54	7.87%	8.12%	0.13%	0.13%
55-64	7.74%	8.01%	0.09%	0.31%
65-74	5.74%	6.20%	0.04%	0.07%
75+	4.87%	6.33%	0.00%	0.02%

Source ONS Mid Year Population estimates 2022

Region

North East	4.8%
North West	13.1%
Yorkshire And The Humber	9.7%
East Midlands	8.7%
West Midlands	10.4%
East of England	11.2%
London	15.4%
South East	16.4%
South West	10.3%

Source ONS Mid Year Population estimates 2022

IMD Quintiles

1	20.00%
2	20.00%
3	20.00%
4	20.00%
5	20.00%

Source ONS Mid Year Population estimates 2019

Education

Degree level or above	30.02%
Below degree level	68.29%
<i>Prefer not to say/Not Stated</i>	1.69%

Source Highest Level of Qualification Achieved by People Living in UK Regions, 2018.

Racialised communities

White	82.39%
Non-White	15.36%
<i>Prefer not to say/Not Stated</i>	2.25%

Source Annual Population Survey October 2022- September 2023

Adults in household

One adult	20.97%
Two or more adults	79.03%

Source TS003 - Household composition Census 2021

Sexuality

Heterosexual or straight	90.62%
Gay or lesbian	1.92%
Bisexual	1.75%
Other	0.69%
<i>Don't know / Prefer not to say / Missing</i>	5.03%

Annual Population Survey 2023

Weighting targets for Wales 18+

Age and Gender

	Male	Female	<i>In another way</i>	<i>PNTS</i>
18-34	12.84%	12.73%	0.00%	0.00%
35-44	7.22%	7.63%	0.00%	0.00%
45-54	7.55%	7.94%	0.00%	0.09%
55-64	8.33%	8.76%	0.00%	0.00%
65-74	6.80%	7.23%	0.00%	0.18%
75+	5.59%	7.14%	0.00%	0.00%

Source ONS Mid Year Population estimates 2022

IMD Quintiles

1	20.00%
2	20.00%
3	20.00%
4	20.00%
5	20.00%

Source ONS Mid Year Population estimates 2019

Education

Degree level or above	25.96%
Below degree level	72.99%
<i>Prefer not to say/Not Stated</i>	1.05%

Source Highest Level of Qualification Achieved by People Living in UK Regions, 2018.

Racialised communities

White	95.20%
Non-White	4.21%
<i>Prefer not to say/Not Stated</i>	0.59%

Source Annual Population Survey October 2022-September 2023

Adults in household

One adult	23.11%
Two or more adults	76.89%

Source TS003 - Household composition Census 2021

Sexuality

Heterosexual or straight	93.12%
Gay or lesbian	2.58%
Bisexual	1.58%
Other	0.65%
<i>Don't know / Prefer not to say / Missing</i>	2.07%

Annual Population Survey
2023

Weighting targets for Scotland 18+

Age and Gender

	Male	Female	<i>In another way</i>	<i>PNTS</i>
18-34	12.75%	13.13%	0.57%	0.08%
35-44	7.43%	7.84%	0.08%	0.16%
45-54	7.71%	8.21%	0.00%	0.00%
55-64	8.46%	8.97%	0.00%	0.00%
65+	11.12%	13.33%	0.16%	0.00%
Source	ONS Mid Year Population estimates 2022			

Region

Eastern	38.9%
Highlands and Islands	9.1%
North Eastern	8.9%
South Western	43.1%
Source	ONS Mid Year Population estimates 2019

IMD Quintiles

1	20.00%
2	20.00%
3	20.00%
4	20.00%
5	20.00%
Source	ONS Mid Year Population estimates 2019

Education

Degree level or above	27.71%
Below degree level	71.12%
Prefer not to say/Not Stated	1.17%
Source	Highest Level of Qualification Achieved by People Living in UK Regions, 2018.

Racialised communities

White	93.78%
Non-White	5.37%
<i>Prefer not to say/Not Stated</i>	0.86%
Source	Annual Population Survey October 2022-September 2023

Adults in household

One adult	22.05%
Two or more adults	77.95%
Source	Mid year estimates 2022

Sexuality

Heterosexual or straight	90.74%
Gay or lesbian	1.94%
Bisexual	2.20%
Other	0.92%
<i>Don't know / Prefer not to say / Missing</i>	4.19

Annual Population Survey 2023

Weighting targets for Northern Ireland 18+

Age and Gender

	Male	Female	<i>In another way</i>	<i>PNTS</i>
18-34	13.27%	13.09%	0.15%	0.08%
35-44	8.30%	8.88%	0.00%	0.00%
45-54	8.21%	8.54%	0.00%	0.00%
55-64	8.18%	8.53%	0.08%	0.00%
65+	10.48%	12.21%	0.00%	0.00%

	ONS Mid Year Population estimates 2022	
--	--	--

Region

Belfast	15.5%
East	24.5%
North	15.7%
Outer Belfast	21.8%
West and South	22.5%
Source	ONS Mid Year Population estimates 2022

IMD Quintiles

1	19.95%
2	20.02%
3	19.89%
4	20.02%
5	20.13%
Source	ONS Mid Year Population estimates 2019

Education

Degree level or above	23.28%
Below degree level	75.91%
<i>Prefer not to say/Not Stated</i>	0.82%
Source	Highest Level of Qualification Achieved by People Living in UK Regions, 2018.

Racialised communities

White	96.47%
Non-White	3.27%
<i>Prefer not to say/Not Stated</i>	0.27%

Source Annual Population Survey October 2022
- September 2023

Adults in household

One adult	22.83%
Two or more adults	77.18%

Source NISRA census 2021 HH
counts

Religion

Protestant	44.19%
Catholic	41.31%
Neither	10.57%
DK/PNTS	3.93%

Sexuality

Heterosexual or straight	94.25%
Gay or lesbian	0.89%
Bisexual	1.30%
Other	1.23%
<i>Don't know / Prefer not to say / Missing</i>	2.34%

Annual Population Survey 2023

11.8 Regression modelling: sample overview

The table below provides an outline of the weighted pooled sample for the overall general population model.

	% of weighted pooled sample
Survey source	
Food Bank Survey	3.5
General Population Survey	96.5
Accessed support from food bank	
No	96.3
Yes	3.7
Gender	
Female	50.8
Male	46.2
Other	0.5
Missing	2.5
Age	
Age <25	9.9
Age 25-34	16.4
Age 35-44	16.7
Age 45-54	16.9
Age 55-64	16.2
Age 65+	23.7
Missing	0.2

Racialised communities	
White	85.9
Mixed/multiple	1.9
Asian/Asian British	6.9
Black/Black British	2.2
Other	1.1
Missing	2.0
Number of other adults in household	
None	20.1
1	50.8
2	17.6
3+	11.2
Missing	0.2
Presence of children in household	
No	70.6
Yes	28.2
Missing	1.2
Number of people in work in household	
None	26.3
1	28.4
2+	45
Missing	0.3

Currently homeless or experienced homelessness in last 12 months	
No	94.3
Yes	4.0
Missing	1.7
Has a physical disability	
No	92.9
Yes	7.1
Missing	0.1
Has a long-term physical condition / illness	
No	80.5
Yes	19.4
Missing	0.1
Has a mental health condition	
No	84.1
Yes	15.9
Missing	0.1
Has a learning difficulty / disability	
No	97.7
Yes	2.2
Missing	0.1
Has caring responsibilities for someone with a long-term health condition or problems related to old age	
No	78.9

Yes	19.2
Missing	1.9
Frequency of social contact with relatives, friends or neighbours	
Most days	54.8
Once or twice a week / once or twice a month	37.1
Less often than monthly / Never	8.1
Missing	0.1
Number of social support types (family, friends or community) the participant can rely on if they have a serious problem	
None	2.9
1	11.6
2	35.7
3	49.0
Missing	0.9
Receives means-tested social security payments	
No	82.5
Yes	17.4
Missing	0.1
Number of social security payments issues faced (for example, a sanction or reduction in payments due to the bedroom tax)	
None	81.8
1	4.1
2+	1.0

Missing	13.1
Has savings	
None	13.1
Yes	63.3
Missing	23.5
Number of household bills in arrears	
0	47.1
1-2	38.0
3+	14.9
Has a zero-hour contract	
No	95.9
Yes	4.1
Has experienced one or more negative life events in the last 12 months	
No	66.4
Yes	31.2
Missing	2.4
In care as a child (care leavers)	
No	95.5
Yes	2.4
Missing	2.0

11.9 Qualitative recruitment screeners

Trussell Trust – Hunger in the UK Wave 2 Research

Recruitment screener for Research Objective 1

Sample used: General Population survey data from Wave 2

Background to the research

The Trussell Trust is a charity that works across the UK, they support a nationwide network of food banks, and together with this network provide emergency food and support for people facing hardship, and campaign for change. Ipsos has been commissioned by the Trussell Trust to carry out a research programme to support its mission of ending the need for food banks.

The overall programme of research is designed to provide the evidence needed to understand how to end the need for food banks. This includes what experiences may contribute to someone needing support from a food bank; how these may differ across the UK; and what can help people to better afford the essentials. This is all to support the Trussell Trust's policy and wider work as part of its strategy to end the need for food banks in the UK. This is the second wave of the research programme, the first wave was conducted in 2022.

The qualitative strand of this research aims to understand the longitudinal experience of the need for food banks, including what can bring people out of deep poverty and destitution and away from needing support from a food bank. Within this, there are three research objectives. This discussion guide is designed to meet the needs of objective 1, which is to understand why people who are experiencing food insecurity or destitution are not currently accessing food aid, specifically:

- What are the **factors/barriers preventing access to food aid**?
- Are there any **protective factors** in place that mean people who are experiencing food insecurity or destitution do not need to use a food bank?
- Do people who are experiencing food insecurity or destitution think that **food banks are not for them or feel that they do not need them**?
- Are there **any trade-offs people are making** to reduce their likelihood of needing support from a food bank?

Within these research questions, we are also aiming to understand why certain demographic groups, particularly **LGBTQ+ people and people from ethnic minority backgrounds, are overrepresented among populations experiencing food insecurity but underrepresented amongst people referred to food banks** in the Trussell Trust network.

These interviews will be carried out with people who took part in a General Population survey as part of the 2nd Wave of this research programme in 2024. This survey was conducted online using the Ipsos Knowledge Panel and included questions on experiences accessing food aid and affordability of food and other essentials. These survey questions allowed us to identify people who are not currently accessing food aid but are experiencing food insecurity or destitution. We are now recruiting for interviews among this population who agreed to be recontacted.

Recruitment information:

- Recruitment will start on the 12th of August 2024.
- A total of **35 people** who have been identified as experiencing food insecurity and/or destitution and who are not accessing food aid will need to be recruited. While the aim is to recruit these participants using information from the General Population survey, we will also use free find recruitment to achieve this to make up for any shortfalls in the quotas. It is possible there may be challenges recruiting the entire sample using the information from the General Population sample.
- Quotas are outlined on the next page.
- All interviews will be conducted **over the phone** or via **video call** (Zoom or MS Teams) at a time arranged with the participant and interviewer.
- For questions about destitution/food insecurity, reasons for not using a food bank, ethnicity, sexuality and gender, please refer to Wave 2 survey responses.
- For the question on not accessing food aid, please update the Wave 2 survey sample with Q1 in the screener.
- Information about participant's circumstances **will be sensitive in nature, both in terms of data protection and in terms of the nature of conversation. Therefore, we will need to handle recruitment carefully in all instances. People you will be speaking to may be in severe financial hardship, may be disabled and may have been through significant adverse life experiences. It is essential that this audience is approached with dignity and care.**
- People will receive a £50 supermarket or high-street voucher that can be redeemed online or in-store as a thank you for taking part. This will be provided as an e-voucher or via post once the interview has been completed.

Fieldwork timings

- Fieldwork will run from 15 August – 3 October 2024

Fieldwork materials

- This document details quotas and screening questions.

- We have an information sheet which should be sent to all participants providing details about what taking part in the research will involve. Where beneficial to gaining informed consent, we are happy to call participants to talk them through/ read out the information sheet. We can send the information sheet by post where needed. It can also be provided in other languages (although please note that we would need time to facilitate this). When sent by email, the information sheet should always be sent as a PDF rather than a word document.
- There is a privacy policy which will be sent with the information sheet. It can also be accessed online.

Fieldwork team availability

Please do not schedule more than two interviews per day and never schedule these interviews back-to-back or on Fridays. The subjects of the discussions are likely to be difficult and having a break between the interviews is crucial for interviewer wellbeing.

Recruitment targets

Based on Wave 2 General Population survey sample

Fieldwork team availability

Please do not schedule more than two interviews per day and never schedule these interviews back-to-back or on Fridays. The subjects of the discussions are likely to be difficult and having a break between the interviews is crucial for interviewer wellbeing.

Recruitment targets

Based on Wave 2 General Population survey sample

Sampling	Categories	Targets (35 total)	Source of quota information
Quotas			
Experience of food insecurity or destitution but not accessed food aid	Experience of food insecurity OR to have experienced two or more of destitution indicators.	All participants	Use Wave 2 Gen Pop Survey HFSSM_SCORE = 3 to 10 OR Q47-52 = 2 or more destitution indicators

Sampling	Categories	Targets (35 total)	Source of quota information
			AND Q55L=6 & Q55N=1 & Q55O=1 (Q1 in screener)
Reasons that they have not used a food bank / food aid	Did not think eligible/ not experiencing hardship	Min 3 (codes 3 or 14 at Q55Q_nonuser)	Use Wave 2 Gen Pop Survey Q55Q_nonuser
	Concern about religious cultural aspects / uncomfortable with location	Aim for 6 (codes 4-5, 9 at Q55Q_nonuser)	
	Embarrassment/shame/stigma or judgement	Min 3 (codes 7-8 at Q55Q_nonuser)	
	Lack of available services / knowledge of how and where to access services	Min 3 (codes 1 or 10 at Q55Q_nonuser)	
	Did not need services/get by through other methods	Min 3 (codes 14 or 21 at 55Q_nonuser)	
	Barriers to access e.g. health/transport and distance /available time or energy	Aim for 3 (codes 9 or 11-13) at Q55Q_nonuser)	
	Other people in greater need	Min 3 (codes 2 or 19) at 55Q_nonuser)	
Ethnicity	Ethnic minority groups	Min 8	Appended to Wave 2 Gen Pop Survey
LGBTQ+	LGBT community	Min 8	Wave 2 Gen Pop Survey Q62
Disability	Mental and physical disability, or limiting health condition. Household member with a health condition/disability	10 from either or one of these groups	Q9
Country	England	Mix across the regions of England	Q2

Sampling	Categories	Targets (35 total)	Source of quota information
	Scotland	Min 4	
	Wales	Min 3	
	Northern Ireland	Min 3	
Soft Targets			
Age	18-30	Min 5 x 18-24 year olds	Q3
	31-54		
	55+	Min 5 x 65+ year olds	
Gender	Male	Aim for at least	Wave 2 Gen Pop Survey Q59
	Female	15 x male	
	Non-binary	15 x female	
	Prefer to self-describe		
	Prefer not to say		
Caring responsibilities	Providing unpaid care due to health reasons	Min 10	Q10
Work status	In work (part-time/ full-time)	Min 12	Q5
	Not working	Min 12	
Household structure	Single adult living alone (no children)	Mix and monitor	Q6, 7, 8
	Couples with no children		
	Single parent		
	Family with 3 or more children living in the household		
Type of benefits in receipt of	Universal Credit	Mix and monitor	Q11
	Housing Benefit or Allowance		
	Child Benefit		
	PIP		
	Private renting/homeless		
Housing	Dwelling type/housing situation	Mix and monitor	Q4

The sample provided will contain the information on all of the above based on the survey responses (with the exception of caring responsibilities).

The screening questions will be used to confirm not accessing food aid, work status, age, country, disability, household structure, benefits and housing (in case these have changed since survey completion). Remaining information will be taken directly from sample information. The screener will also check for any accessibility requirements and gather permission to re-contact (this will be confirmed during the interview).

Screener Script

Good morning / afternoon / evening. Please could I speak to [name from sample]?

Recruiter: please ensure that you are speaking to the named contact before mentioning the Trussell Trust. Also confirm that participant is in a place where they are comfortable to talk about this research topic.

My name is and I am calling from a research organisation called Ipsos on behalf of the Trussell Trust.

I understand that you recently completed a survey for the Trussell Trust through Ipsos UK's Knowledge Panel about your experiences of work, health, life events, finances, and experiences of support. As part of this survey, you agreed that Ipsos UK could re-contact you to invite you to take part in further research.

We are now inviting you to take part in a conversation with an Ipsos UK researcher to talk about your experiences and circumstances in a bit more detail. You would receive a £50 voucher as a thank you for your time within 8 working days of having the conversation. I am calling to find out if you are interested to take part in the research.

Ipsos UK is an independent research organisation. We are carrying out this research project on behalf of the Trussell Trust. The aim of the research is to help the Trussell Trust understand more about the experiences and views of people like you. Taking part in this research will help the Trussell Trust understand why people experience financial hardship and what change is needed to ensure everyone can afford the essentials in life.

Taking part would involve a one-to-one conversation with an Ipsos UK researcher. The conversation may be observed by someone from the Trussell Trust. If this happens, they will only do so if you give consent, and they will agree to treat everything they hear as confidential. The discussion will last up to 45 minutes.

Either way, we can always be flexible if you need to take a short break for any reason. The conversation can take place by telephone call or by video (Zoom or Teams) – you can tell us which you would prefer. The researcher will call you at the agreed time. If there is anything you would like to tell us which could help you to participate in a way that is both safe and comfortable for you, please let us know and we will do our best to accommodate you.

The conversation will cover similar topics that were in the survey you completed and may include discussing:

- The financial situation of you and your household. However, you will also not be asked to share any amounts regarding your finances and the information you share will not affect your eligibility to claim benefits.
- Your support systems – including family, friends and wider community.
- Your awareness of food banks and other forms of food support, and how you feel about accessing this type of support if you needed it.
- Any barriers that prevent you from being able to access food aid if you need it, including lack of information, finances, health and caring responsibilities.
- Any trade-offs you are having to make in your life to be able to afford to feed yourself and your household (such as going without other essentials), and how this is affecting you.

The conversation may include discussion of sensitive topics such as your health.

The conversation will be completely confidential and the findings will be reported anonymously. The only time we would disclose any information that identifies you would be if you were to tell me something that suggests you or someone else is at risk of serious harm. In this case, we may need to tell someone but would discuss with you first.

Your participation in this research is entirely voluntary and any answers are given with your consent. You can also choose not to answer any questions, that you would prefer not to answer. If someone from the Trussell Trust observes your conversation, only they will know you have taken part in the research and they will not share this information with anyone else at the Trussell Trust. Taking part will not have any effect on your ability to seek support from a food bank in the future if you need it. Taking part will not affect any benefits you may be claiming and will not affect your relationship with the DWP, social services or any other organisations such as social services.

You have the right to withdraw your consent at any time. This includes during and after the conversation with the researcher. If you change your mind after the interview, please contact us within two weeks of your conversation with the researcher. You may still withdraw your consent for us to use your data after this two-week period, but after that point your data will have been processed and will have contributed to the project.

ASK ALL

S1.	Firstly, would you be interested in taking part in the research? SINGLE CODE		
	Yes	1	CONTINUE
	No	2	THANK AND CLOSE

S2.	During the call today I would like to ask specific questions about your finances and health to make sure that we are speaking to the right people and meeting any accessibility needs that you might have during the conversation with the researcher. I will only ask about it if you are okay with disclosing details related to your finances and health to me. Would it be okay if I asked you about your finances and health and potential accessibility needs during this call? SINGLE CODE		
	Yes	1	CONTINUE
	No	2	THANK AND CLOSE

**If the participant asks you for more information or about the legitimacy of the research or to verify that it isn't a scam you can signpost them to either Ipsos (FoodBankSurvey@ipsos.com or 0800 014 9453) or Trussell Trust (research@trusselltrust.org) research team.*

To make sure we talk to lots of different people we would like to ask you some questions. All of your information will be kept strictly confidential and used for research purposes only. This should only take a couple of minutes.

PRIMARY SAMPLING CRITERIA – MEASURE OF DESTITUTION

ASK ALL

Q1	FOOD BANK USE How often in the <u>past 3 months</u>, have you, or anyone else in your household, received a free food parcel from a food bank or emergency food provider? This includes services run by communities, charities, schools, hospitals or places of worship that provide free food parcels on site or delivered to a person's home. SINGLE CODE		
	Have not received one in the last 3 months	1	RECORD AND CONTINUE TO Q3. SEE QUOTAS.
	Once	2	THANK AND CLOSE
	Two or three times	3	THANK AND CLOSE
	Four to six times	4	THANK AND CLOSE
	More than six times	5	THANK AND CLOSE
	Don't know	6	THANK AND CLOSE
	Prefer not to say	7	THANK AND CLOSE

DEMOGRAPHIC INFORMATION

ASK ALL

Q2	What area of the UK are you currently living in?		
	WRITE IN		PLEASE UPDATE SAMPLE
			RECRUIT TO QUOTAS AND CONTINUE

ASK ALL

Q3	And please can I check, how old are you?		
	WRITE IN		PLEASE UPDATE SAMPLE
			RECRUIT TO QUOTAS AND CONTINUE

ASK ALL

Q4	How would you describe your living situation?		
	IF NOT ACCURATE PLEASE CODE CURRENT CIRCUMSTANCES SINGLE CODE		
	A flat, room or house rented by me (or partner) from a private landlord	1	IF LIVING SITUATION HAS CHANGED, PLEASE UPDATE SAMPLE RECORD AND CONTINUE
	A flat or house rented by me (or partner) from a local council or housing association	2	
	A temporary flat or house provided by the council	3	
	Other statutory accommodation (e.g. supported accommodation or NASS accommodation)	4	
	A flat or house owned by me or my partner (with a mortgage or owned outright)	5	
	I live permanently with my parents, other family members or friends	6	
	I am staying with my parents, other family members or friends but this is a temporary or insecure arrangement	7	
	A hotel, hostel, refuge, B&B or night shelter	8	
	Sleeping rough/ living on the streets	9	
	Other	10	

ASK ALL

Q5	What is your current employment status?		
	SINGLE CODE		
	Full-time employee (30 hours a week or more)	1	IF MAIN ACTIVITY HAS CHANGED, PLEASE UPDATE SAMPLE. SEE QUOTA CONTINUE
	Part time employee (less than 30 hours a week)	2	
	Self-employed or freelance	3	
	On maternity or paternity leave	4	
	Retired (whether receiving a pension or not)	5	
	In full time education or training	6	
	Looking after home or family	7	
	Signed off sick (short-term or temporarily)	8	
	Long-term sick or disabled	9	
	Unemployed and looking for work	10	
	Unemployed and not looking for work	11	
	Other	12	
	Prefer not to say	13	THANK AND CLOSE

HOUSEHOLD STRUCTURE

ASK ALL

Q6	How many children aged 16 or younger live in your household?		
	WRITE IN		IF NUMBER HAS CHANGED, PLEASE UPDATE SAMPLE. RECRUIT TO QUOTAS
			RECORD AND CONTINUE

ASK ALL

Q7	How many adults aged 17 or over live with you as part of your household?		
	WRITE IN		IF NUMBER HAS CHANGED, PLEASE UPDATE SAMPLE
			RECORD AND CONTINUE

ASK ALL

Q8	Do you live with a partner or spouse?		
	Yes	1	IF THIS HAS CHANGED, PLEASE UPDATE SAMPLE.
	No	2	
			RECRUIT TO QUOTAS CONTINUE

DISABILITY

ASK ALL

Q9	Do you or anyone in your household have a physical or mental health condition?		
	SINGLE CODE		
	Yes	1	RECRUIT TO QUOTAS CONTINUE
	No	2	
	Prefer not to say	3	THANK AND CLOSE

CARING RESPONSIBILITIES

ASK ALL

Q10	Do you look after, or give any help or support to anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age?		
	SINGLE CODE		
	Yes	1	RECRUIT TO QUOTAS CONTINUE
	No	2	
	Prefer not to say	3	THANK AND CLOSE

BENEFITS

ASK ALL

Q11	Are you receiving any state benefits? E.g. Universal Credit.		
	MULTI CODE		
	Universal Credit	1	RECRUIT TO QUOTAS
	Housing Benefit or Local Housing Allowance (please select this even if the benefit goes directly to your landlord)	2	
	Employment and Support Allowance	3	
	Jobseeker's Allowance	4	
	Income Support	5	
	Child Tax Credit	6	
	Working Tax Credit	7	
	Child Benefit	8	
	Council Tax Reduction/Council Tax Support	9	
	Personal Independence Payment (PIP)	10	
	Disability Living Allowance	11	
	Carer's Allowance	12	
	Pension Credit	13	
	Attendance Allowance	14	
	State Pension	15	
	Other benefit not listed here	16	
	No, not in receipt of any benefits	17	THANK AND CLOSE

ASK ALL

Q12	CHECK ACCESSIBILITY REQUIREMENTS <p>Ipsos is committed to making sure our research is inclusive for all, including for people with specific accessibility needs and requirements. We want to ensure that people take part in the conversation in ways that work best for them. We know that many people might need us to make some changes to the way we carry out the discussion to make it easier for them to take part – whether carrying out the discussion in a different way, giving you more information to help you prepare in advance or involving an interpreter if you need one to enable you to speak to us more easily.</p> <p>Ipsos will make every reasonable effort to ensure that you can take part, so please let us know if there is anything we can do to make this easier for you.</p>		
	(WRITE IN/ SIGNPOST TO WHO TO CONTACT ON INFORMATION SHEET)		

ASK ALL

Q13	Are you still happy to take part in a conversation with an Ipsos UK researcher?		
	SINGLE CODE		
	Yes	1	IF YES RECORD: DATE AND TIME/S OF INTERVIEW PREFERENCE FOR ONLINE (VIDEO NOT NECESSARY IF DESIRED) OR TELEPHONE PREFERRED CONTACT DETAILS FOR INTERVIEW (E.G. TELEPHONE NUMBER) AND ASK FOR AN ALTERNATIVE NUMBER PREFERRED WAY TO SEND THANK YOU VOUCHER AFTER THE INTERVIEW AND EMAIL OR POSTAL ADDRESS FOR THIS TAKE DOWN NAME, NUMBER, EMAIL AND TIME AND DATE OF INTERVIEW AND BOOK IN WITH RESEARCH TEAM.
	No	2	THANK AND CLOSE

ASK ALL

Q14	Are you still happy for someone from the Trussell Trust to observe your conversation with an Ipsos UK researcher? SINGLE CODE		
	Yes	1	RECORD
	No	2	RECORD

THANK THE PARTICIPANT AND LET THEM KNOW WE ARE LOOKING FORWARD TO SPEAKING WITH THEM AT THE AGREED DATE. CONFIRM THAT THEY WILL RECEIVE THE THANK YOU VOUCHER ONCE THE INTERVIEW HAS BEEN COMPLETED AND WITHIN 8 DAYS. PLEASE NOTE THAT THERE IS SIGNPOSTING TO SUPPORT ORGANISATIONS IN THE INFORMATION SHEET.

Trussell - Hunger in the UK Wave 2 Research

Recruitment screener for Research Objective 2

Sample used: Food bank survey data from Wave 2

Background to the research

Trussell (formerly the Trussell Trust) is a charity that works across the UK, supporting a nationwide network of food banks, and together with this network provide emergency food and support for people facing hardship, and campaign for change. Ipsos has been commissioned by Trussell to carry out a research programme to support its mission of ending the need for food banks.

The overall programme of research is designed to provide the evidence needed to understand how to end the need for food banks. This includes what experiences may contribute to someone needing support from a food bank; how these may differ across the UK; and what can help people to better afford the essentials. This is all to support Trussell's policy and wider work as part of its strategy to end the need for food banks in the UK. This is the second wave of the research programme; the first wave was conducted in 2022.

The qualitative strand of this research aims to understand the longitudinal experience of the need for food banks, including what can bring people out of deep poverty and destitution and away from needing support from a food bank. Within this, there are three research objectives. **This screener is designed to meet the needs of objective 2, which is to understand why people referred to food banks in the Trussell network may not have received advice from other services prior to their food bank referral and how this situation might be improved**, including:

- What are the **barriers/factors preventing people** from accessing support prior to the stage of needing a food bank referral?
- What are the **key events/changes** people experienced on their journey to being referred to a food bank?
- What **types of support** would have helped them?
- What can be done to help people **access the right type of support services** at the right time?

These interviews will be carried out with people who took part in a survey as part of the 2nd Wave of this research programme in 2024. This survey was distributed to people referred to food banks in the Trussell network (it could be completed online or a hard copy through self-completion, sent via post). The survey questions allowed us to identify people who did not receive any support or advice from a service prior to receiving their food bank referral. We are now recruiting for interviews among this sample who agreed to be recontacted.

Recruitment information:

- Recruitment will be between the 7th of October and the 22nd of November 2024. This may vary depending on the rate of recruitment and sample available.
- **Primary sampling criteria:** people who have been referred to a food bank in the Trussell network and who did not receive any advice or support from a service prior to their referral.
- We are aiming to recruit a total of 15 people.
- All interviews will be conducted **over the phone** or via **video call** (Zoom or MS Teams) at a time arranged with the participant and interviewer.
- For questions about not accessing support services, ethnicity, sexuality and gender, please refer to the recent survey responses.
- Information about participant's circumstances **will be sensitive in nature, both in terms of data protection and in terms of the nature of conversation. Therefore, we will need to handle recruitment carefully in all instances. People you will be speaking to may be in severe financial hardship, may be disabled and may have been through significant adverse life experiences. It is essential that this audience is approached with dignity and care.**
- People will receive a £50 supermarket or high-street voucher that can be redeemed online or in-store as a thank you for taking part. This will be provided as an e-voucher or via post once the interview has been completed.

Fieldwork timings

- Fieldwork will run from 10th October – 21st November 2024.

Fieldwork materials

- We have an information sheet which should be sent to all participants providing details about what taking part in the research will involve. Where beneficial to gaining informed consent, we are happy to call participants to talk them through/ read out the information sheet. We can send the information sheet by post where needed. It can also be provided in other languages (although please note that we would need time to facilitate this). When sent by email, the information sheet should always be sent as a PDF rather than a word document.
- There is a privacy policy which will be sent with the information sheet. It can also be accessed online.
- All participants should also be sent the handout about the support service definitions. Please ask the participants to read over it in advance and have it to hand during the discussion,

if possible. We are only interested in their views about these and there will be no right or wrong answers.

Fieldwork team availability

Please do not schedule more than two interviews per day and never schedule these interviews back-to-back or on Fridays. The subjects of the discussions are likely to be difficult and having a break between the interviews is crucial for interviewer wellbeing.

Recruitment targets

Based on Wave 2 Food bank survey sample

Sampling	Categories	Targets (15 total)	Source of quota information
Quotas			
Did not access support from other services prior to using a Trussell Trust food bank	Participants who answered code 15 (‘no support or advice received on any of these’) in the previous 6 months	All participants	Q48 – Wave 2 Food Bank Survey data
Ethnicity	Ethnic minority groups	Min 5-6	Q55 – Wave 2 Food Bank Survey data
LGBTQ+	LGBTQ+ community	Min 5-6	Q52 – Wave 2 Food Bank Survey data
Disability	Mental and physical disability, or limiting health condition. Household member with a health condition/disability	Min 4 from either or one of these groups	Q8
Country	England	Mix across the regions of England	Q1
	Scotland	Min 3	
	Wales	Min 3	
	Northern Ireland	Min 3	
Soft Targets			
Age	18-30 31-54	Monitor to ensure a spread	Q2

Sampling	Categories	Targets (15 total)	Source of quota information
	55+		
Gender	Male Female Non-binary Prefer to self-describe Prefer not to say	Min. 6 female, min. 6 male	Q50A - Wave 2 Food Bank Survey data
Caring responsibilities	Providing unpaid care due to health reasons	Min 4	Q9
Work status	In work (part-time/ full-time)	Min 4	Q4
	Not working	Min 4	
Household structure	Single adult living alone (no children) Couples with no children Single parent Family with 3 or more children living in the household	Mix and monitor	Q5, 6, 7
Type of benefits in receipt of	Universal Credit Housing Benefit or Allowance Child Benefit PIP Private renting/homeless	Mix and monitor	Q10
Housing	Dwelling type/housing situation	Mix and monitor	Q3

The screening questions will be used to confirm work status, age, country, disability, household structure, benefits, caring responsibilities and housing (in case these have changed since survey completion). Remaining information will be taken directly from the sample, based on food bank survey responses. The screener will also check for any accessibility requirements.

Screener Script

Good morning / afternoon / evening. Please could I speak to [name from sample]?

Recruiter: please ensure that you are speaking to the named contact before mentioning Trussell. Also confirm that participant is in a place where they are comfortable to talk about this research topic.

My name is and I am calling from a research organisation called Ipsos on behalf of Trussell.

I understand that you recently completed a survey for Trussell (previously known as the Trussell Trust) and Ipsos UK about your experiences of using food banks, health, life events, finances, and experiences of support. As part of this survey, you agreed that Ipsos UK could re-contact you to invite you to take part in further research.

We are now inviting you to take part in a conversation with an Ipsos UK researcher to talk about your experiences and circumstances in a bit more detail. You would receive a £50 voucher as a thank you for your time within 8 working days of having the conversation. I am calling to find out if you are interested to take part in the research.

Ipsos UK is an independent research organisation. We are carrying out this research project on behalf of Trussell. The aim of the research is to help Trussell understand more about the experiences and views of people who have been referred to a food bank. Taking part in this research will help Trussell understand why people referred to food banks in Trussell network may have not received advice from other services (e.g. services such as benefits advice, housing advice, mental health support) prior to their food bank referral and how this situation might be improved.

Taking part would involve a one-to-one conversation with an Ipsos UK researcher. The conversation may be observed by someone from Trussell. If this happens, they will only do so if you give consent, and they will agree to treat everything they hear as confidential. The discussion will last up to **one hour**.

Either way, we can always be flexible if you need to take a short break for any reason. The conversation can take place by telephone call or by video (Zoom or Teams) - you can tell us which you would prefer. The researcher will call you at the agreed time. If there is anything you would like to tell us which could help you to participate in a way that is both safe and comfortable for you, please let us know and we will do our best to accommodate you.

The conversation will cover similar topics that were in the survey you completed and may include discussing:

- What has been going on in your life recently, including any events or changes leading up to your referral to a food bank.
- The financial support situation of you and your household. However, you will not be asked to share any amounts regarding your finances and the information you share will not affect your eligibility to claim benefits.
- Your awareness of types of support services (e.g. services such as benefits advice, housing advice, mental health support).
- What types of support services would be useful to you and when.
- Any barriers that prevent you from being able to access support services if you need them, including lack of information, finances, health and caring responsibilities.
- Your support systems – including family, friends and wider community.

The conversation may include discussion of sensitive topics such as your health or financial situation, but you only need to share with us what feels comfortable for you.

Findings will be reported anonymously. The only time we would disclose any information that identifies you would be if you were to tell me something that suggests you or someone else is at risk of serious harm. In this case, we may need to tell someone but would discuss with you first.

Your participation in this research is entirely voluntary and any answers are given with your consent. You can also choose not to answer any questions, that you would prefer not to answer. If someone from Trussell observes your conversation, only they will know you have taken part in the research and they will not share this information with anyone else at Trussell. Taking part will not have any effect on your ability to seek support from a food bank in the future if you need it. Taking part will not affect any benefits you may be claiming and will not affect your relationship with the DWP, social services or any other organisations such as social services.

You have the right to withdraw your consent at any time. This includes during and after the conversation with the researcher. If you change your mind after the interview, please contact us within two weeks of your conversation with the researcher. You may still withdraw your consent for us to use your data after this two-week period, but after that point your data will have been processed and will have contributed to the project.

ASK ALL

S1.	Firstly, would you be interested in taking part in the research? SINGLE CODE		
	Yes	1	CONTINUE
	No	2	THANK AND CLOSE

S2.	During the call today I would like to ask specific questions about your finances and health to make sure that we are speaking to the right people and meeting any accessibility needs that you might have during the conversation with the researcher. I will only ask about it if you are okay with disclosing details related to your finances and health to me. Would it be okay if I asked you about your finances and health and potential accessibility needs during this call? SINGLE CODE		
	Yes	1	CONTINUE
	No	2	THANK AND CLOSE

**If the participant asks you for more information or about the legitimacy of the research or to verify that it isn't a scam you can signpost them to either Ipsos (FoodBankSurvey@ipsos.com or 0800 014 9453) or Trussell Trust research team (Research@trussell.org.uk).*

To make sure we talk to lots of different people we would like to ask you some questions. All your information will be kept strictly confidential and used for research purposes only. This should only take a couple of minutes.

DEMOGRAPHIC INFORMATION

ASK ALL

Q1	What area of the UK are you currently living in?		
	WRITE IN		PLEASE UPDATE SAMPLE IF NEEDED
			RECRUIT TO QUOTAS AND CONTINUE

ASK ALL

Q2	And please can I check, how old are you?		
	WRITE IN		PLEASE UPDATE SAMPLE IF NEEDED
			RECRUIT TO QUOTAS AND CONTINUE

ASK ALL

Q3	How would you describe your living situation?		
	IF NOT ACCURATE PLEASE CODE CURRENT CIRCUMSTANCES SINGLE CODE		
	A flat, room or house rented by me (or partner) from a private landlord	1	IF LIVING SITUATION HAS CHANGED, PLEASE UPDATE SAMPLE RECORD AND CONTINUE
	A flat or house rented by me (or partner) from a local council or housing association	2	
	A temporary flat or house provided by the council	3	
	Other statutory accommodation (e.g. supported accommodation or NASS accommodation)	4	
	A flat or house owned by me or my partner (with a mortgage or owned outright)	5	
	I live permanently with my parents, other family members or friends	6	
	I am staying with my parents, other family members or friends but this is a temporary or insecure arrangement	7	
	A hotel, hostel, refuge, B&B or night shelter	8	
	Sleeping rough/ living on the streets	9	
	Other	10	

ASK ALL

Q4	What is your current employment status?		
	SINGLE CODE		
	Full-time employee (30 hours a week or more)	1	IF MAIN ACTIVITY HAS CHANGED, PLEASE UPDATE SAMPLE. SEE QUOTA CONTINUE
	Part time employee (less than 30 hours a week)	2	
	Self-employed or freelance	3	
	On maternity or paternity leave	4	
	Retired (whether receiving a pension or not)	5	
	In full time education or training	6	
	Looking after home or family	7	
	Signed off sick (short-term or temporarily)	8	
	Long-term sick or disabled	9	
	Unemployed and looking for work	10	
	Unemployed and not looking for work	11	
	Other	12	
	Prefer not to say	13	THANK AND CLOSE

HOUSEHOLD STRUCTURE

ASK ALL

Q5	How many children aged 16 or younger live in your household?		
	WRITE IN		IF NUMBER HAS CHANGED, PLEASE UPDATE SAMPLE. RECRUIT TO QUOTAS
			RECORD AND CONTINUE

ASK ALL

Q6	How many adults aged 17 or over live with you as part of your household?		
	WRITE IN		IF NUMBER HAS CHANGED, PLEASE UPDATE SAMPLE
			RECORD AND CONTINUE

ASK ALL

Q7	Do you live with a partner or spouse?		
	Yes	1	IF THIS HAS CHANGED, PLEASE UPDATE SAMPLE.
	No	2	
			RECRUIT TO QUOTAS CONTINUE

DISABILITY

ASK ALL

Q8	Do you or anyone in your household have a physical or mental health condition?		
	SINGLE CODE		
	Yes	1	RECRUIT TO QUOTAS CONTINUE
	No	2	
	Prefer not to say	3	THANK AND CLOSE

CARING RESPONSIBILITIES

ASK ALL

Q9	Do you look after, or give any help or support to anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age?		
	SINGLE CODE		
	Yes	1	RECRUIT TO QUOTAS CONTINUE
	No	2	
	Prefer not to say	3	THANK AND CLOSE

BENEFITS

Q10	Are you receiving any state benefits? E.g. Universal Credit.		
	MULTI CODE		
	Universal Credit	1	RECRUIT TO QUOTAS
	Housing Benefit or Local Housing Allowance (please select this even if the benefit goes directly to your landlord)	2	
	Employment and Support Allowance	3	
	Jobseeker's Allowance	4	
	Income Support	5	
	Child Tax Credit	6	
	Working Tax Credit	7	
	Child Benefit	8	
	Council Tax Reduction/Council Tax Support	9	
	Personal Independence Payment (PIP)	10	
	Disability Living Allowance	11	
	Carer's Allowance	12	
	Pension Credit	13	
	Attendance Allowance	14	
	State Pension	15	
	Other benefit not listed here	16	
	No, not in receipt of any benefits	17	THANK AND CLOSE

ASK ALL

Q11	CHECK ACCESSIBILITY REQUIREMENTS <p>Ipsos is committed to making sure our research is inclusive for all, including for people with specific accessibility needs and requirements. We want to ensure that people take part in the conversation in ways that work best for them. We know that many people might need us to make some changes to the way we carry out the discussion to make it easier for them to take part – whether carrying out the discussion in a different way, giving you more information to help you prepare in advance or involving an interpreter if you need one to enable you to speak to us more easily.</p> <p>Ipsos will make every reasonable effort to ensure that you can take part, so please let us know if there is anything we can do to make this easier for you.</p>		
	(WRITE IN/ SIGNPOST TO WHO TO CONTACT ON INFORMATION SHEET)		

ASK ALL

Q12	Are you still happy to take part in a conversation with an Ipsos UK researcher?		
	SINGLE CODE		
	Yes	1	IF YES RECORD: DATE AND TIME/S OF INTERVIEW PREFERENCE FOR ONLINE (VIDEO NOT NECESSARY IF DESIRED) OR TELEPHONE PREFERRED CONTACT DETAILS FOR INTERVIEW (E.G. TELEPHONE NUMBER) AND ASK FOR AN ALTERNATIVE NUMBER PREFERRED WAY TO SEND THANK YOU VOUCHER AFTER THE INTERVIEW AND EMAIL OR POSTAL ADDRESS FOR THIS TAKE DOWN NAME, NUMBER, EMAIL AND TIME AND DATE OF INTERVIEW AND BOOK IN WITH RESEARCH TEAM.
	No	2	THANK AND CLOSE

ASK ALL

Q13	Are you still happy for someone from Trussell to observe your conversation with an Ipsos UK researcher? SINGLE CODE		
	Yes	1	RECORD
	No	2	RECORD

THANK THE PARTICIPANT AND LET THEM KNOW WE ARE LOOKING FORWARD TO SPEAKING WITH THEM AT THE AGREED DATE. CONFIRM THAT THEY WILL RECEIVE THE THANK YOU VOUCHER ONCE THE INTERVIEW HAS BEEN COMPLETED AND WITHIN 8 DAYS. PLEASE NOTE THAT THERE IS SIGNPOSTING TO SUPPORT ORGANISATIONS IN THE INFORMATION SHEET.

Trussell Trust – Hunger in the UK Wave 2 Research

Recruitment screener for Research Objective 3

Sample used: Food Bank survey data from Wave 1

Background to the research

The Trussell Trust is a charity that works across the UK, they support a nationwide network of food banks, and together with this network provide emergency food and support for people facing hardship, and campaign for change. Ipsos has been commissioned by the Trussell Trust to carry out a broad research programme to support its mission of ending the need for food banks.

The overall programme of research is designed to provide the evidence needed to understand how to end the need for food banks. This includes what experiences may contribute to someone needing support from a food bank; how these may differ across the UK; and what can help people to better afford the essentials. This is all to support the Trussell Trust's policy and wider work as part of its strategy to end the need for food banks in the UK. This is the second wave of the research programme.

The qualitative strand of this work aims to understand the longitudinal experience of the need for food banks, including what can bring people out of deep poverty and destitution and away from needing support from a food bank. Within this, there are three research objectives. This discussion guide is designed to meet the needs of objective 3, which is to understand how the experience of people referred to food banks changes over time, specifically:

- What factors or changes may reduce the likelihood of needing to use a food bank in the future?
- What factors may prevent or reduce the likelihood of someone moving out of destitution or deep poverty?

These interviews will be carried out with people who took part in a survey as part of the 1st Wave of this research programme in 2022. This survey was distributed to people referred to food banks in the Trussell Trust network (it could be completed online or a hard copy through self-completion, sent via post) for this programme in 2022. They may have also participated in an interview between May-August that year. People we are now recontacting have given consent to be recontacted until the end of August 2024 in relation to participating in the research again. In early 2025, we will conduct 25 more interviews for this objective with different participants.

Recruitment information:

Recruitment will start on 15th July 2024.

- A total of **20 people** who have been referred to a food bank need to be recruited.
- Quotas are outlined on the next page.

- All interviews will be conducted **over the phone** or via **video** (Zoom or MS Teams) at a time arranged with the participant and interviewer.
- For questions about Ethnicity, Housing and Gender, please refer to Wave 1 responses.
- The sample information comprises people who have been referred to a food bank and taken part in the Ipsos 2022 survey, and may have taken part in an interview. Those who have already participated in an interview will be marked in the sample information file and flagged as reserve sample. Participants who did not take part in an interview in Wave 1 should be approached first.
- Information about their circumstances **will be sensitive in nature, both in terms of data protection and in terms of the nature of conversation. Therefore, we will need to handle recruitment carefully in all instances. People you will be speaking to may be in severe financial hardship, may be disabled and may have been through significant adverse life experiences. It is essential that this audience is approached with dignity and care.**
- People will receive a £50 supermarket or high-street voucher that can be redeemed online or in-store as a thank you for taking part. This will be provided as an e-voucher or via post once the interview has been completed.

Fieldwork timings

- Fieldwork will run from 18 July – 30 August 2024

Fieldwork materials

- This document details quotas and screening questions.
- We have an information sheet for participants which should be sent to all participants providing detail about what taking part will involve. Where required, we are happy to call participants to talk them through/ read out the information sheet. We can send the information sheet by post where needed. This can also be provided in other languages (although please note that we would need time to facilitate this). When sent by email, the information sheet should always be sent as a PDF rather than a word document.
- There is a privacy policy which will be sent with the information sheet. It can also be accessed online.

Fieldwork team availability

Please do not schedule more than two interviews per day and never schedule these interviews back-to-back or on Fridays. The subjects of the discussions are likely to be difficult and having a break between the interviews is crucial for interviewer well-being.

Recruitment targets

Based on Wave 1 Food Bank survey sample

Sampling	Categories	Targets (20 total)	Source of quota information
Quotas			
Experience of destitution	<p><u>Experiencing destitution</u> – If Q1) going without 2-6 essentials in the last 3 months OR Q2) using a food bank (code 2-5)</p> <p><u>No longer experiencing destitution</u> – If Q1) going without 0-1 essentials in the last 3 months AND Q2) have not received food bank in last 3 months (code 1) AND Q3) is not facing real financial problems and have fallen behind on bills / credit commitments (code 1-3, 5)</p>	<p>Aim for 10x those experiencing destitution. Each participant must meet the criteria for Q1 or Q2, otherwise close out.</p> <p>Aim for 10x those no longer experiencing destitution. Each participant must meet the criteria for Q1-3, otherwise close out.</p>	<p>Experiencing destitution: Q1 & 2</p> <p>No longer experiencing destitution: Q1 -3</p>
Work status	In work (part-time/ full-time)	Aim for 10	Q7
	Not working	Aim for 10	
Household structure	<p>Single adult living alone (no children)</p> <p>Couples with no children</p> <p>Single parent</p> <p>Family with 3 or more children living in the household</p>	Aim for 10	Q8, 9, 10
Disability	<p>Mental and physical disability, or limiting health condition.</p> <p>Household member with a health condition/disability</p>	Aim for 10 from either or one of these groups	Q11
Country	England	Please ensure a mix across the regions of England	Q4
	Scotland	Min 2	

Sampling	Categories	Targets (20 total)	Source of quota information
	Wales	Min 2	
	Northern Ireland	Min 2	
Soft Targets			
Age	18-30 31-54 55+	Monitor to ensure a spread	Q5
Gender	Male Female Non-binary Prefer to self-describe Prefer not to say	Suggest we aim for at least 8 x male and 8 x female although recognise likely to be influenced by household structure (e.g., we may find female single mothers and male living alone respondents).	Use Q59 Wave 1 sample – no question in screener
Ethnicity	Ethnic minority groups	Min 3	Use Q66 Wave 1 sample – no question in screener
Caring responsibilities	Providing unpaid care due to health reasons	Min 4	Q12
Type of benefits in receipt of	Universal Credit Housing Benefit or Allowance Child Benefit PIP Private renting/homeless	Aim to include those in receipt of legacy benefits (Working Tax Credit, Child Tax Credit, Housing Benefit, Income Support, income-based Jobseeker's Allowance and income-related Employment and	Q13

Sampling	Categories	Targets (20 total)	Source of quota information
		Support Allowance (ESA))	
Housing	Dwelling type/housing situation	Ask all for current housing situation	Q6 – current situation
		Min. 4 x to have been experiencing homelessness in Wave 1Q18 Wave 1 Sample (Temporary flat, Statutory accommodation, temporary arrangement, hotel/hostel, rough sleeping; codes 3-4 or 7-9)	Q18 Wave 1 sample responses

The sample provided will contain the information on all of the above based on the survey responses (with the exception of no longer experiencing destitution and caring responsibilities).

The screening questions will be used to confirm employment, living circumstances and destitution (in case these have changed since survey completion). Remaining information will be taken directly from sample information. The screener will also check for any accessibility requirements and gather permission to re-contact (this will be confirmed during the interview).

Screener Script

Good morning / afternoon / evening. Please could I speak to [name from sample]?

Recruiter: please ensure that you are speaking to the named contact before mentioning the Trussell Trust. Also confirm that participant is in a place where they are comfortable to talk about this research topic.

My name is and I am calling from a research organisation called Ipsos on behalf of the Trussell Trust.

I understand that you completed a survey in 2022 for the Trussell Trust and Ipsos UK about your experiences of using food banks, health, life events, finances, and experiences of support. As part of this survey, you agreed that Ipsos UK could re-contact you to invite you to take part in further research.

We are now inviting you to take part in a conversation with an Ipsos UK researcher to talk about your experiences and circumstances in a bit more detail. You would receive a £50 voucher as a thank you for your time within 8 working days of having the conversation. I am calling to find out if you are interested to take part in the research.

Ipsos UK is an independent research organisation. We are carrying out this research project on behalf of the Trussell Trust. The aim of the research is to help the Trussell Trust understand more about the experiences and views of people who have been referred to a food bank. Taking part in this research will help the Trussell Trust understand why people experience financial hardship and what change is needed to ensure everyone can afford the essentials in life.

Taking part would involve a one-to-one conversation with an Ipsos UK researcher. The discussion will last up to 45 minutes.

Either way, we can always be flexible if you need to take a short break for any reason. The conversation can take place by telephone call or by video (Zoom or Teams) - you can tell us which you would prefer. The researcher will call you at the agreed time. If there is anything you would like to tell us which could help you to participate in a way that is both safe and comfortable for you, please let us know and we will do our best to accommodate you.

The conversation will cover similar topics that were in the survey you completed in 2022 and may include discussing:

- Your financial situation
- What has been going on in your life recently, for instance in terms of your income, your health and wellbeing, life events you might have experienced recently, and housing.
- Your experiences of getting support, for example, support for your finances, health and housing as well as any experiences you have had of using a food bank since 2022.
- The conversation may include discussion of sensitive topics such as your health.

The conversation will be completely confidential and the findings will be reported anonymously. The only time we would disclose any information that identifies you would be if you were to tell me something that suggests you or someone else is at risk of serious harm. In this case, we may need to tell someone but would discuss with you first.

Your participation in this research is entirely voluntary and any answers are given with your consent. You can also choose not to answer any questions, that you would prefer not to answer. No one from the Trussell Trust, including the food bank you have been supported by, will be aware that you have taken part in the research and taking part will not have any effect on your ability to seek support from that food bank in the future if you need it. Taking part will not affect any benefits you may be claiming and will not affect your relationship with the DWP or any other organisations such as social services.

You have the right to withdraw your consent at any time. This includes during and after the conversation with the researcher. If you change your mind after the interview, please contact us within two weeks of your conversation with the researcher. You may still withdraw your consent for us to use your data after this two-week period, but after that point your data will have been processed and will have contributed to the project.

ASK ALL

S1.	Firstly, would you be interested in taking part in the research? SINGLE CODE		
	Yes	1	CONTINUE
	No	2	THANK AND CLOSE

S2.	During the call today I would like to ask specific questions about your finances and health to make sure that we are speaking to the right people and meeting any accessibility needs that you might have during the discussion with the researcher. I will only ask about it if you are okay with disclosing details related to your finances and health to me. Would it be okay if I asked you about your finances and health and potential accessibility needs during this call? SINGLE CODE		
	Yes	1	CONTINUE
	No	2	THANK AND CLOSE

**If the participant asks you for more information or about the legitimacy of the research or to verify that it isn't a scam you can signpost them to either Ipsos (FoodBankSurvey@ipsos.com or 0800 014 9453) or Trussell Trust (research@trusselltrust.org) research team.*

To make sure we talk to lots of different people we would like to ask you some questions. All of your information will be kept strictly confidential and used for research purposes only. This should only take a couple of minutes.

PRIMARY SAMPLING CRITERIA – MEASURE OF DESTITUTION Q1-3

ASK ALL

Q1	<u>EXPERIENCES OF HARDSHIP</u> <u>In the last 3 months have you...?</u>			
	...had more than one day when you didn't eat at all, or had only one meal, because you couldn't afford to buy enough food?	YES	NO	RECORD AND CONTINUE TO Q2. SEE QUOTAS.
	...not been able to dress appropriately for the weather because you didn't have suitable shoes or clothes and were unable to buy them?	YES	NO	
	...gone without basic toiletries such as soap, shampoo, toothbrush, toothpaste or sanitary items because you couldn't afford to buy them?	YES	NO	
	...not been able to afford to heat your home on more than four days across the month?	YES	NO	
	... not been able to afford to light your home on more than four days across the month?	YES	NO	
	... had to sleep rough for at least one night?	YES	NO	

ASK ALL

Q2	FOOD BANK USE How often in the <u>past 3 months</u>, have you, or anyone else in your household, received a free food parcel from a food bank or emergency food provider? SINGLE CODE		
	Have not received one in the last 3 months	1	RECORD AND CONTINUE TO Q3. SEE QUOTAS.
	Once	2	
	Two or three times	3	
	Four to six times	4	
	More than six times	5	
	Don't know	6	THANK AND CLOSE
	Prefer not to say	7	THANK AND CLOSE

ASK IF CODE 1 AT Q2, OTHERWISE CONTINUE TO Q4

Q3	BILLS AND CREDIT COMMITMENTS Which of the following best describes your current financial situation? SINGLE CODE		
	I am keeping up with all bills and credit commitments without any difficulty	1	RECRUIT TO QUOTAS
	I am keeping up with all bills and credit commitments but it is a struggle from time to time	2	
	I am keeping up with all bills and credit commitments but it is a constant struggle	3	
	I am having real financial problems and have fallen behind with bills or credit commitments	4	
	I don't have any bills or credit commitments	5	
	Don't know	6	THANK AND CLOSE
	Prefer not to say	7	THANK AND CLOSE

DEMOGRAPHIC INFORMATION

ASK ALL

Q4	What area of the UK are you currently living in?		
	WRITE IN		PLEASE UPDATE SAMPLE
			RECRUIT TO QUOTAS AND CONTINUE

ASK ALL

Q5	And please can I check, how old are you?		
	WRITE IN		PLEASE UPDATE SAMPLE
			RECRUIT TO QUOTAS AND CONTINUE

ASK ALL

Q6	How would you describe your living situation?		
	IF NOT ACCURATE PLEASE CODE CURRENT CIRCUMSTANCES SINGLE CODE		
	A flat, room or house rented by me (or partner) from a private landlord	1	IF LIVING SITUATION HAS CHANGED, PLEASE UPDATE SAMPLE RECORD AND CONTINUE
	A flat or house rented by me (or partner) from a local council or housing association	2	
	A temporary flat or house provided by the council	3	
	Other statutory accommodation (e.g. supported accommodation or NASS accommodation)	4	
	A flat or house owned by me or my partner (with a mortgage or owned outright)	5	
	I live permanently with my parents, other family members or friends	6	
	I am staying with my parents, other family members or friends but this is a temporary or insecure arrangement	7	
	A hotel, hostel, refuge, B&B or night shelter	8	
	Sleeping rough/ living on the streets	9	
	Other	10	

ASK ALL

Q7	What is your current employment status?		
	SINGLE CODE		
	Full-time employee (30 hours a week or more)	1	IF MAIN ACTIVITY HAS CHANGED, PLEASE UPDATE SAMPLE. SEE QUOTA CONTINUE
	Part time employee (less than 30 hours a week)	2	
	Self-employed or freelance	3	
	On maternity or paternity leave	4	
	Retired (whether receiving a pension or not)	5	
	In full time education or training	6	
	Looking after home or family	7	
	Signed off sick (short-term or temporarily)	8	
	Long-term sick or disabled	9	
	Unemployed and looking for work	10	
	Unemployed and not looking for work	11	
	Other	12	
	Prefer not to say	13	THANK AND CLOSE

HOUSEHOLD STRUCTURE

ASK ALL

Q8	How many children aged 16 or younger live in your household?		
	WRITE IN		IF NUMBER HAS CHANGED, PLEASE UPDATE SAMPLE. RECRUIT TO QUOTAS
			RECORD AND CONTINUE

ASK ALL

Q9	How many adults aged 17 or over live with you as part of your household?		
	WRITE IN		IF NUMBER HAS CHANGED, PLEASE UPDATE SAMPLE
			RECORD AND CONTINUE

ASK ALL

Q10	Do you live with a partner or spouse?		
	Yes	1	IF THIS HAS CHANGED, PLEASE UPDATE SAMPLE.
	No	2	
			RECRUIT TO QUOTAS CONTINUE

DISABILITY

ASK ALL

Q11	Do you or anyone in your household have a physical or mental health condition?		
	SINGLE CODE		
	Yes	1	RECRUIT TO QUOTAS CONTINUE
	No	2	
	Prefer not to say	3	THANK AND CLOSE

CARING RESPONSIBILITIES

ASK ALL

Q12	Do you look after, or give any help or support to anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age?		
	SINGLE CODE		
	Yes	1	RECRUIT TO QUOTAS CONTINUE
	No	2	
	Prefer not to say	3	THANK AND CLOSE

BENEFITS

Q13	Are you receiving any state benefits? E.g. Universal Credit.		
	MULTI CODE		
	Universal Credit	1	RECRUIT TO QUOTAS
	Housing Benefit or Local Housing Allowance (please select this even if the benefit goes directly to your landlord)	2	
	Employment and Support Allowance	3	
	Jobseeker's Allowance	4	
	Income Support	5	
	Child Tax Credit	6	
	Working Tax Credit	7	
	Child Benefit	8	
	Council Tax Reduction/Council Tax Support	9	
	Personal Independence Payment (PIP)	10	
	Disability Living Allowance	11	
	Carer's Allowance	12	
	Pension Credit	13	
	Attendance Allowance	14	
	State Pension	15	
	Other benefit not listed here	16	
	No, not in receipt of any benefits	17	THANK AND CLOSE

ASK ALL

Q14	CHECK ACCESSIBILITY REQUIREMENTS		
	<p>Ipsos is committed to making sure our research is inclusive for all, including for people with specific accessibility needs and requirements. We want to ensure that people take part in the conversation in ways that work best for them. We know that many people might need us to make some changes to the way we carry out the discussion to make it easier for them to take part – whether carrying out the discussion in a different way, giving you more information to help you prepare in advance or involving an interpreter if you need one to enable you to speak to us more easily.</p> <p>Ipsos will make every reasonable effort to ensure that you can take part, so please let us know if there is anything we can do to make this easier for you.</p>		
	(WRITE IN/ SIGNPOST TO WHO TO CONTACT ON INFORMATION SHEET)		

ASK ALL

Q15	Are you still happy to take part in a conversation with an Ipsos UK researcher?		
	SINGLE CODE		
	Yes	1	IF YES RECORD: DATE AND TIME/S OF INTERVIEW PREFERENCE FOR ONLINE (VIDEO NOT NECESSARY IF DESIRED) OR TELEPHONE PREFERRED CONTACT DETAILS FOR INTERVIEW (E.G. TELEPHONE NUMBER) AND ASK FOR AN ALTERNATIVE NUMBER PREFERRED WAY TO SEND THANK YOU VOUCHER AFTER THE INTERVIEW AND EMAIL OR POSTAL ADDRESS FOR THIS TAKE DOWN NAME, NUMBER, EMAIL AND TIME AND DATE OF INTERVIEW AND BOOK IN WITH RESEARCH TEAM.
	No	2	THANK AND CLOSE

THANK THE PARTICIPANT AND LET THEM KNOW WE ARE LOOKING FORWARD TO SPEAKING WITH THEM AT THE AGREED DATE. CONFIRM THAT THEY WILL RECEIVE THE THANK YOU VOUCHER ONCE THE INTERVIEW HAS BEEN COMPLETED AND WITHIN 8 DAYS. PLEASE NOTE THAT THERE IS SIGNPOSTING TO SUPPORT ORGANISATIONS IN THE INFORMATION SHEET.

Trussell - Hunger in the UK Wave 2 Research

Recruitment screener for Research Objective 3 – Part 2

Sample used: Food Bank survey data from Wave 2

Background to the research

Trussell (formerly the Trussell Trust) is a charity that works across the UK, they support a nationwide network of food banks, and together with this network provide emergency food and support for people facing hardship, and campaign for change. Ipsos has been commissioned by Trussell to carry out a broad research programme to support its mission of ending the need for food banks.

The overall programme of research is designed to provide the evidence needed to understand how to end the need for food banks. This includes what experiences may contribute to someone needing support from a food bank; how these may differ across the UK; and what can help people to better afford the essentials. This is all to support Trussell's policy and wider work as part of its strategy to end the need for food banks in the UK. This is the second wave of the research programme.

The qualitative strand of this work aims to understand the longitudinal experience of the need for food banks, including what can bring people out of deep poverty and destitution and away from needing support from a food bank. Within this, there are three research objectives. This discussion guide is designed to meet the needs of objective 3 (part 2), which is to understand how the experience of people referred to food banks changes over time, specifically:

- Have participants continued to need to use food aid in the past 6 months?
- What factors or changes may reduce the likelihood of someone experiencing destitution or deep poverty and no longer needing to use food aid in the future?
- What factors may prevent or reduce the likelihood of someone moving out of destitution or deep poverty and continuing to need to use food aid?

These interviews will be carried out with people who took part in a survey as part of the 2nd Wave of this research programme in 2024.

Recruitment information:

- Recruitment will start on 6th January 2025.
- A total of **25 people** who have been referred to a food bank need to be recruited.
- Quotas are outlined on the next page.
- Interviews will last **45 mins**.

- All interviews will be conducted **over the phone** or via **video** (Zoom or MS Teams) at a time arranged with the participant and interviewer.
- For questions about Ethnicity, whether part of the LGBTQ+ community and Gender, please refer to Wave 2 survey responses.
- The sample information comprises people who have been referred to a food bank and taken part in the Ipsos 2024 survey.
- Information about their circumstances **will be sensitive in nature, both in terms of data protection and in terms of the nature of conversation. Therefore, we will need to handle recruitment carefully in all instances. People you will be speaking to may be in severe financial hardship, may be disabled and may have been through significant adverse life experiences. It is essential that this audience is approached with dignity and care.**
- People will receive a £50 supermarket or high-street voucher that can be redeemed online or in-store as a thank you for taking part. This will be provided as an e-voucher or via post once the interview has been completed.

Fieldwork timings

- Fieldwork will run from 8th January – 7th February 2025.

Fieldwork materials

- This document details quotas and screening questions.
- We have an information sheet for participants which should be sent to all participants providing detail about what taking part will involve. Where required, we are happy to call participants to talk them through/ read out the information sheet. We can send the information sheet by post where needed. This can also be provided in other languages (although please note that we would need time to facilitate this). When sent by email, the information sheet should always be sent as a PDF rather than a word document.
- There is a privacy policy which will be sent with the information sheet. It can also be accessed online.

Fieldwork team availability

Please do not schedule more than two interviews per day and never schedule these interviews back-to-back or on Fridays. The subjects of the discussions are likely to be difficult and having a break between the interviews is crucial for interviewer well-being.

Recruitment targets

Based on Wave 2 Food Bank survey sample

Sampling	Categories	Targets (25 total)	Source of quota information
Quotas			
Experience of destitution	<u>Experiencing destitution</u> – If Q1) going without 2-6 essentials in the last 3 months OR Q2) using a food bank (code 2-5) <u>No longer experiencing destitution</u> – If Q1) going without 0-1 essentials in the last 3 months AND Q2) have not received food bank in last 3 months (code 1) AND Q3) is not facing real financial problems and have fallen behind on bills / credit commitments (code 1-3, 5)	Aim for 15x those experiencing destitution. Each participant must meet the criteria for Q1 or Q2, otherwise close out. Aim for 10x those no longer experiencing destitution. Each participant must meet the criteria for Q1-3, otherwise close out.	Experiencing destitution: Q1 & 2 No longer experiencing destitution: Q1 -3
Length of time experiencing destitution	For the last 3 months	Mix and monitor	Q4
	For the last 6 months		
	For the last 12 months		
	For the last 2-3 years		
	For the last 3-5 years		
	More than 5 years		
Frequency of food bank use	One time	Mix and monitor	Q5
	Two to three times		
	Four to six times		
	More than six times, but not every month		

Sampling	Categories	Targets (25 total)	Source of quota information
	Every month or more often		
Work status	In work (part-time/ full-time)	Min. 10	Q9
	Not working	Min. 10	
Household structure	Single adult living alone (no children) Couples with no children Single parent Family with 3 or more children living in the household	Mix and monitor	Q10,11, 12
Disability	Mental and physical disability, or limiting health condition. Household member with a health condition/disability	Min. 5	Q13
Country	England	Please ensure a mix across the regions of England	Q6
	Scotland	Min 5	
	Wales	Min 5	
	Northern Ireland	Min 5	
Soft Targets			
Age	18-30 31-54 55+	Monitor to ensure a spread	Q7
Gender	Male Female Non-binary Prefer to self-describe Prefer not to say	Monitor to ensure an approx. even split male/female (although recognise likely to be influenced by household structure (e.g., we may find female single mothers and	Use Q59 Wave 2 sample – no question in screener

Sampling	Categories	Targets (25 total)	Source of quota information
		male living alone respondents).	
LGBTQ+	LGBTQ community	Min 4	Use Q62 Wave 2 sample – no question in screener
Ethnicity	Ethnic minority groups	Min 6	Use Q66 Wave 2 sample – no question in screener
Caring responsibilities	Providing unpaid care due to health reasons	Min 5	Q14
Type of benefits in receipt of	Universal Credit Child Benefit Council tax reduction/support ESA PIP	Mix and monitor	Q15
Housing	Dwelling type/housing situation	Mix and monitor	Q8

The sample provided will contain the information on all of the above based on the survey responses (with the exception of no longer experiencing destitution and caring responsibilities).

The screening questions will be used to confirm length of time experiencing hardship, frequency of food bank use, employment, housing, disability, country, age, benefits, living circumstances and destitution (in case these have changed since survey completion). Remaining information will be taken directly from sample information. The screener will also check for any accessibility requirements and gather permission to re-contact (this will be confirmed during the interview).

Screener Script

Good morning / afternoon / evening. Please could I speak to [name from sample]?

Recruiter: please ensure that you are speaking to the named contact before mentioning Trussell. Also confirm that participant is in a place where they are comfortable to talk about this research topic.

My name is and I am calling from a research organisation called Ipsos on behalf of Trussell (formerly the Trussell Trust).

I understand that you completed a survey earlier this year for Trussell and Ipsos UK about your experiences of using food banks, health, life events, finances, and experiences of support. As part of this survey, you agreed that Ipsos UK could re-contact you to invite you to take part in further research.

We are now inviting you to take part in a conversation with an Ipsos UK researcher to talk about your experiences and circumstances in a bit more detail. You would receive a £50 voucher as a thank you for your time within 8 working days of having the conversation. I am calling to find out if you are interested to take part in the research.

Ipsos UK is an independent research organisation. We are carrying out this research project on behalf of Trussell. The aim of the research is to help Trussell understand more about the experiences and views of people who have been referred to a food bank. Taking part in this research will help Trussell understand why people experience financial hardship and what change is needed to ensure everyone can afford the essentials in life.

Taking part would involve a one-to-one conversation with an Ipsos UK researcher. The discussion will last up to 45 minutes.

Either way, we can always be flexible if you need to take a short break for any reason. The conversation can take place by telephone call or by video (Zoom or Teams) – you can tell us which you would prefer. The researcher will call you at the agreed time. If there is anything you would like to tell us which could help you to participate in a way that is both safe and comfortable for you, please let us know and we will do our best to accommodate you.

The conversation will cover similar topics that were in the survey you completed earlier this year and may include discussing:

- Your financial situation
- What has been going on in your life recently, for instance in terms of your income, your health and wellbeing, life events you might have experienced recently, and housing.
- Your experiences of getting support, for example, support for your finances, health and housing as well as any experiences you have had of using a food bank since completing the survey.
- The conversation may include discussion of sensitive topics such as your health.

The conversation will be completely confidential and the findings will be reported anonymously. The only time we would disclose any information that identifies you would be if you were to tell me something that suggests you or someone else is at risk of serious harm. In this case, we may need to tell someone but would discuss with you first.

Your participation in this research is entirely voluntary and any answers are given with your consent. You can also choose not to answer any questions, that you would prefer not to answer. No one from Trussell, including the food bank you have been supported by, will be aware that you have taken part in the research and taking part will not have any effect on your ability to seek support from that food bank in the future if you need it. Taking part will not affect any

benefits you may be claiming and will not affect your relationship with the DWP or any other organisations such as social services.

You have the right to withdraw your consent at any time. This includes during and after the conversation with the researcher. If you change your mind after the interview, please contact us within two weeks of your conversation with the researcher. You may still withdraw your consent for us to use your data after this two-week period, but after that point your data will have been processed and will have contributed to the project.

ASK ALL

S1.	Firstly, would you be interested in taking part in the research? SINGLE CODE		
	Yes	1	CONTINUE
	No	2	THANK AND CLOSE

S2.	During the call today I would like to ask specific questions about your finances and health to make sure that we are speaking to the right people and meeting any accessibility needs that you might have during the conversation with the researcher. I will only ask about it if you are okay with disclosing details related to your finances and health to me. Would it be okay if I asked you about your finances and health and potential accessibility needs during this call? SINGLE CODE		
	Yes	1	CONTINUE
	No	2	THANK AND CLOSE

**If the participant asks you for more information or about the legitimacy of the research or to verify that it isn't a scam you can signpost them to either Ipsos (FoodBankSurvey@ipsos.com or 0800 014 9453) or Trussell Trust (research@trusselltrust.org) research team.*

To make sure we talk to lots of different people we would like to ask you some questions. All of your information will be kept strictly confidential and used for research purposes only. This should only take a couple of minutes.

PRIMARY SAMPLING CRITERIA – MEASURE OF DESTITUTION Q1-3

ASK ALL

Q1	<u>EXPERIENCES OF HARDSHIP</u> <u>In the last 3 months have you...?</u>			
	...had more than one day when you didn't eat at all, or had only one meal, because you couldn't afford to buy enough food?	YES	NO	RECORD AND CONTINUE TO Q2. SEE QUOTAS.
	...not been able to dress appropriately for the weather because you didn't have suitable shoes or clothes and were unable to buy them?	YES	NO	
	...gone without basic toiletries such as soap, shampoo, toothbrush, toothpaste or sanitary items because you couldn't afford to buy them?	YES	NO	
	...not been able to afford to heat your home on more than four days across the month?	YES	NO	
	... not been able to afford to light your home on more than four days across the month?	YES	NO	
	... had to sleep rough for at least one night?	YES	NO	

ASK ALL

Q2	FOOD BANK USE How often in the <u>past 3 months</u>, have you, or anyone else in your household, received a free food parcel from a food bank or emergency food provider? SINGLE CODE		
	Have not received one in the last 3 months	1	RECORD AND CONTINUE TO Q3. SEE QUOTAS.
	Once	2	
	Two or three times	3	
	Four to six times	4	
	More than six times	5	
	Don't know	6	THANK AND CLOSE
	Prefer not to say	7	THANK AND CLOSE

ASK ALL

Q3	BILLS AND CREDIT COMMITMENTS Which of the following best describes your current financial situation? SINGLE CODE		
	I am keeping up with all bills and credit commitments without any difficulty	1	RECORD AND CONTINUE TO Q5, SEE QUOTAS.
	I am keeping up with all bills and credit commitments but it is a struggle from time to time	2	
	I am keeping up with all bills and credit commitments but it is a constant struggle	3	
	I am having real financial problems and have fallen behind with bills or credit commitments	4	CONTINUE TO Q4
	I don't have any bills or credit commitments	5	RECORD AND CONTINUE TO Q5, SEE QUOTAS
	Don't know	6	THANK AND CLOSE
	Prefer not to say	7	THANK AND CLOSE

ASK IF CODE 4 AT Q3

Q4	LENGTH OF TIME EXPERIENCING DESTITUTION		
	You said that you are finding it a struggle to keep up with your bills or credit commitments at the moment or from time to time. How long have you been managing like this?		
	SINGLE CODE		
	For the last three months	1	MIX AND MONITOR
	For the last six months	2	
	For the last 12 months	3	
	For the last 2-3 years	4	
	For the last 3-5 years	5	
	As long as I can remember	7	
	Don't know	8	THANK AND CLOSE
	Prefer not to say	9	THANK AND CLOSE

ASK ALL

Q5	FREQUENCY OF FOOD BANK USE		
	In the last 12 months, how many times have you, or anyone else in your household, received a parcel from a Trussell food bank?		
	SINGLE CODE		
	One time	1	MIX AND MONITOR
	Two to three times	2	
	Four to six times	3	
	More than six times, but not every month	4	
	Every month or more often	5	
	Don't know	8	THANK AND CLOSE
	Prefer not to say	9	THANK AND CLOSE

DEMOGRAPHIC INFORMATION

ASK ALL

Q6	What area of the UK are you currently living in?		
	WRITE IN		PLEASE UPDATE SAMPLE
			RECRUIT TO QUOTAS AND CONTINUE

ASK ALL

Q7	And please can I check, how old are you?		
	WRITE IN		PLEASE UPDATE SAMPLE
			RECRUIT TO QUOTAS AND CONTINUE

ASK ALL

Q8	How would you describe your living situation?		
	IF NOT ACCURATE PLEASE CODE CURRENT CIRCUMSTANCES SINGLE CODE		
	A flat, room or house rented by me (or partner) from a private landlord	1	IF LIVING SITUATION HAS CHANGED, PLEASE UPDATE SAMPLE RECORD AND CONTINUE
	A flat or house rented by me (or partner) from a local council or housing association	2	
	A temporary flat or house provided by the council	3	
	Other statutory accommodation (e.g. supported accommodation or NASS accommodation)	4	
	A flat or house owned by me or my partner (with a mortgage or owned outright)	5	
	I live permanently with my parents, other family members or friends	6	
	I am staying with my parents, other family members or friends but this is a temporary or insecure arrangement	7	
	A hotel, hostel, refuge, B&B or night shelter	8	
	Sleeping rough/ living on the streets	9	
	Other	10	

ASK ALL

Q9	What is your current employment status?		
	SINGLE CODE		
	Full-time employee (30 hours a week or more)	1	IF MAIN ACTIVITY HAS CHANGED, PLEASE UPDATE SAMPLE. SEE QUOTA CONTINUE
	Part time employee (less than 30 hours a week)	2	
	Self-employed or freelance	3	
	On maternity or paternity leave	4	
	Retired (whether receiving a pension or not)	5	
	In full time education or training	6	
	Looking after home or family	7	
	Signed off sick (short-term or temporarily)	8	
	Long-term sick or disabled	9	
	Unemployed and looking for work	10	
	Unemployed and not looking for work	11	
	Other	12	
	Prefer not to say	13	THANK AND CLOSE

HOUSEHOLD STRUCTURE

ASK ALL

Q10	How many children aged 16 or younger live in your household?		
	WRITE IN		IF NUMBER HAS CHANGED, PLEASE UPDATE SAMPLE. RECRUIT TO QUOTAS RECORD AND CONTINUE

ASK ALL

Q11	How many adults aged 17 or over live with you as part of your household?		
	WRITE IN		IF NUMBER HAS CHANGED, PLEASE UPDATE SAMPLE RECORD AND CONTINUE

ASK ALL

Q12	Do you live with a partner or spouse?		
	Yes	1	IF THIS HAS CHANGED, PLEASE UPDATE SAMPLE.
	No	2	
			RECRUIT TO QUOTAS CONTINUE

DISABILITY

ASK ALL

Q13	Do you or anyone in your household have a physical or mental health condition?		
	SINGLE CODE		
	Me	1	RECRUIT TO QUOTAS CONTINUE
	Someone in household	2	
	Both	3	
	Prefer not to say	4	THANK AND CLOSE

CARING RESPONSIBILITIES

ASK ALL

Q14	Do you look after, or give any help or support to anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age?		
	SINGLE CODE		
	Yes	1	RECRUIT TO QUOTAS CONTINUE
	No	2	
	Prefer not to say	3	THANK AND CLOSE

BENEFITS

Q15	Are you receiving any state benefits? E.g. Universal Credit.		
	MULTI CODE		
	Universal Credit	1	RECRUIT TO QUOTAS
	Housing Benefit or Local Housing Allowance (please select this even if the benefit goes directly to your landlord)	2	
	Employment and Support Allowance	3	
	Jobseeker's Allowance	4	
	Income Support	5	
	Child Tax Credit	6	
	Working Tax Credit	7	
	Child Benefit	8	
	Council Tax Reduction/Council Tax Support	9	
	Personal Independence Payment (PIP)	10	
	Disability Living Allowance	11	
	Carer's Allowance	12	
	Pension Credit	13	
	Attendance Allowance	14	
	State Pension	15	
	Other benefit not listed here	16	
	No, not in receipt of any benefits	17	THANK AND CLOSE

ASK ALL

Q16	<p>CHECK ACCESSIBILITY REQUIREMENTS</p> <p>Ipsos is committed to making sure our research is inclusive for all, including for people with specific accessibility needs and requirements. We want to ensure that people take part in the conversation in ways that work best for them. We know that many people might need us to make some changes to the way we carry out the discussion to make it easier for them to take part – whether carrying out the discussion in a different way, giving you more information to help you prepare in advance or involving an interpreter if you need one to enable you to speak to us more easily.</p> <p>Ipsos will make every reasonable effort to ensure that you can take part, so please let us know if there is anything we can do to make this easier for you.</p>
	<p>(WRITE IN/ SIGNPOST TO WHO TO CONTACT ON INFORMATION SHEET)</p>

ASK ALL

Q17	<p>Are you still happy to take part in a conversation with an Ipsos UK researcher?</p> <p>SINGLE CODE</p>		
	Yes	1	<p>IF YES RECORD:</p> <p>DATE AND TIME/S OF INTERVIEW</p> <p>PREFERENCE FOR ONLINE (VIDEO NOT NECESSARY IF DESIRED) OR TELEPHONE</p> <p>PREFERRED CONTACT DETAILS FOR INTERVIEW (E.G. TELEPHONE NUMBER) AND ASK FOR AN ALTERNATIVE NUMBER</p> <p>PREFERRED WAY TO SEND THANK YOU VOUCHER AFTER THE INTERVIEW AND EMAIL OR POSTAL ADDRESS FOR THIS</p> <p>TAKE DOWN NAME, NUMBER, EMAIL AND TIME AND DATE OF INTERVIEW AND BOOK IN WITH RESEARCH TEAM.</p>
	No	2	THANK AND CLOSE

THANK THE PARTICIPANT AND LET THEM KNOW WE ARE LOOKING FORWARD TO SPEAKING WITH THEM AT THE AGREED DATE. CONFIRM THAT THEY WILL RECEIVE THE THANK YOU VOUCHER ONCE THE INTERVIEW HAS BEEN COMPLETED AND WITHIN 8 DAYS. PLEASE NOTE THAT THERE IS SIGNPOSTING TO SUPPORT ORGANISATIONS IN THE INFORMATION SHEET.

11.10 Qualitative information sheets

All about our research project and what taking part would involve (R01)

Thank you for reading this information leaflet. You recently completed a survey for Ipsos UK about your health, life events, finances, affordability of food, and experiences of other support. As part of this survey, you agreed to be re-contacted for further opportunities to take part in research. We are now inviting you to take part in a one-to-one conversation with an Ipsos UK researcher, on behalf of the Trussell Trust. This information sheet tells you more about the research project and what taking part would involve.

What is this research project about?

Ipsos UK is an independent research organisation. We are carrying out this research project on behalf of the Trussell Trust. The Trussell Trust is a charity that works across the UK. They support a nationwide network of food banks, and together with this network provide emergency food and support for people facing hardship, and campaign for change. Ipsos has been commissioned by the Trussell Trust to carry out research to support its mission of ending the need for food banks.

The aim of the research is to explore people's experiences of being able to afford the essentials such as food, and any challenges people face accessing food support available such as food banks.

What would taking part involve?

If you agree to take part, we will ask you to take part in a one-to-one conversation with an Ipsos UK researcher. The conversation may be observed by someone from the Trussell Trust. If this happens, they will only do so if you give consent, and they will agree to treat everything they hear as confidential.

The conversation will be scheduled at a time convenient to you. It will last up to 45 minutes. During the conversation you can take a break at any time.

- The conversation will take place via a video or telephone call – you can tell us which you would prefer. The researcher will call you at the agreed time.
- As you will be speaking about your personal circumstances, you may want to find a quiet or private place on your own when you take part.

During the conversation, we would like to understand more about your financial situation and how this affects your ability to buy food and other essentials. The conversation may cover similar topics to the survey you recently completed. This may include discussing:

- The financial situation of you and your household. However, you will also not be asked to share any amounts regarding your finances and the information you share will not affect your eligibility to claim benefits.
- Your support systems – including family, friends and wider community.

- Your awareness of food banks and other forms of food support, and how you feel about accessing this type of support if you needed it.
- Any barriers that prevent you from being able to access food aid if you need it, including lack of information, finances, health and caring responsibilities.
- Any trade-offs you are having to make in your life to be able to afford to feed yourself and your household (such as going without other essentials), and how this is affecting you.
- The conversation may include discussion of sensitive topics such as your health.

The conversation is a chance for us to understand more about your experiences and views. It is an opportunity to talk to you about these, and for you to tell us about your experiences in your own words.

People who take part will receive a £50 thank you voucher for a supermarket or a high street shop once the conversation is complete. We can send this voucher to you by post or email depending on your preference, and you would receive it up to 8 working days after completing your conversation. Mailout of the vouchers via post may be subject to Royal Mail delays beyond our control. If you have any questions or concerns about the delivery of your voucher, please do contact the details provided later on.

Do I have to take part?

No. Taking part is completely your choice. Please think carefully about taking part. Sharing personal experiences and talking about events in your life might feel uncomfortable for you and we would encourage you to consider whether this feels like the right thing for you right now.

If you do decide to take part, during the conversation you can decide how much you share, and how fast the conversation goes. You can choose not to answer questions that feel like too much – or take breaks – or stop if that feels right for you. Even if you agree to take part now you can change your mind later. You do not have to give a reason why.

Your answers will be shared with the Trussell Trust anonymously which means anything that could personally identify you such as your name or location will be removed or changed. Taking part will not have any effect on your ability to seek support from a food bank in the future if you need it. Taking part will not affect any benefits you may be claiming and will not affect your relationship with the DWP, social services or any other agencies. You will also not be asked to share any amounts regarding your finances and the information you share will not affect your eligibility to claim benefits. Please note that Ipsos researchers cannot provide you with advice on things like managing finances or claiming benefits.

Will you record what I say?

It is up to you. We would like to audio record the conversation if you are happy for us to. This is so we don't forget what you said when writing the report a few months later. We will only share

recordings with the Ipsos UK research team. Your recording will be permanently and securely deleted by October 2025 at the latest. We will not be video recording our conversation. Even if we talk over video call (e.g., Zoom or MS Teams), and you would like to keep the video on, we will still only audio record the conversation. If you would prefer for your conversation not to be recorded, the researcher will take notes instead.

We will check that you are happy for us to audio record at the beginning of our conversation. Your responses will only be used for research purposes and no personally identifiable information will be shared with any third parties.

Ipsos UK will keep your personal data in strict confidence. We will follow the current laws, such as the General Data Protection Regulations (GDPR), when we store and access this information. You can contact us after you have taken part if you would prefer us to delete your information.

What happens to the information I provide?

Ipsos UK adheres to the Market Research Society (MRS) code of conduct, which will be followed throughout the research process. We will securely remove any personal identifying data from our systems no later than September 2025.

We will not share any personal identifiable information (like your name or address) with the Trussell Trust. We will not tell anyone that you have spoken to us, or share anything that identifies you, unless you tell the Ipsos UK researcher something that suggests you or someone else is at risk of serious harm. In this case, we may need to tell someone but would let you know first.

Ipsos UK will share anonymised transcripts of your conversation with the Trussell Trust. This means that we will share a written version of the discussion, but we will remove or change any details that could identify you or someone in your household. We will ask for your permission to share this with the Trussell Trust at the end of the conversation – you do not have to agree to this to take part in the research.

The Trussell Trust will also write a report which will be printed and published online. The report may include case studies of and direct quotes from conversations with people who have taken part in this research. Case studies are texts of the individuals' real-life experiences that we speak to which bring the research findings to life. These will also be presented anonymously (any details which could identify you or someone in your household will be removed or changed). Anonymous quotes may also be shared on social media by the Trussell Trust but you would not be able to be identified from these.

You have a right to change your mind if you no longer wish to take part. If you decide that you do not want us to use what you have shared please contact us on freephone +44 800 014 9453 or email FoodBankSurvey@ipsos.com within the two weeks following your conversation with the researcher.

What if I have specific needs or accessibility requirements?

Ipsos is committed to making sure our research is inclusive for all, including for people with specific accessibility needs and requirements. We want to ensure that people take part in the conversation in ways that work best for them. We know that many people might need us to make some changes to the way we carry out discussions to make it easier for them to take part – whether carrying out the discussion in a different way (by phone or video interview), giving you more information to help you prepare in advance, involving an interpreter if you need one to enable you to speak to us more easily, or taking breaks during the discussion.

Ipsos will make every reasonable effort to ensure that you can take part, so please let us know if there is anything we can do to make this easier for you.

If you do have specific needs or requirements and would like to discuss taking part in a different way, involving an interpreter, or anything else that would enable you to take part in this research, please contact the research team by **emailing us at FoodBankSurvey@ipsos.com or calling on freephone +44 800 014 9453**.

Where can I get more information?

You can find more information about the personal data we will collect, how we will use it, who we share it with and what your legal rights are in the privacy notice for the project.

If you would like to speak to someone about taking part in the research, you can contact: freephone +44 800 014 9453 or email FoodBankSurvey@ipsos.com

If after taking part in the research you would like to contact the Trussell Trust about your experience of the research, you can contact research@trusselltrust.org.

Access to Advice and Further Support

The following organisations provide advice on a range of issues (see next page):

If you currently don't have enough money to afford the essentials:

Citizens Advice

Trained advisers provide free support for people experiencing hardship to maximise their incomes, help people navigate the benefits system, and identify any additional grants someone could be entitled to. If needed, they'll issue a voucher so they can get an emergency food parcel from their local food bank. They also offer immigration advice.

Freephone: 0800 144 8848 (England) 0800 702 2020 (Wales) 0800 915 4604 (Northern Ireland). M-Fr 9am to 5pm for all locations. Closed on public holidays.

If you cannot hear or speak on the phone, you can type what you want to say. Text 18001 then 0800 144 8884. You can use Relay UK services with an app or a text phone. There's no extra charge to use it.

Link to the contact us form: <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/>

Food aid network: local advice

Please refer to the list of support available in your local authority available here: <https://www.foodaidnetwork.org.uk/cash-first-leaflets>

Scottish Welfare Fund crisis grants

Please refer to the list of support available in your local authority available here: <https://www.foodaidnetwork.org.uk/cash-first-leaflets>

Help through Hardship helpline and Advice NI:

<https://www.trusselltrust.org/get-help/>

Freephone: 0808 208 2138 (England and Wales) 0800 915 4604 (NI)

Shelter advice line:

https://england.shelter.org.uk/get_help

Freephone: 0808 800 4444 Monday to Friday, 8am - 8pm; Weekends and bank holidays, 9am - 5pm

National Domestic Abuse Helpline:

<https://www.nationaldahelpline.org.uk/>

24-hour freephone: 0808 2000 247

Bereavement support:

<https://www.cruse.org.uk/>

Helpline: 080 8808 1677

Care for the Family - <https://www.careforthefamily.org.uk/>

Supporting people facing family difficulties around Parenting, Marriage/Couple Support and Bereavement. We run telephone befriending schemes for Bereaved Parents, those Widowed Young and Parents of Children with Additional Needs.

Phone: 02920815854

Ataloss - <https://www.ataloss.org/>

Supporting bereaved people to find support and wellbeing.

Live chat: <https://www.ataloss.org/live-chat>

The Good Grief Trust - <https://www.thegoodgrieftrust.org/>

Supporting all those affected by grief in the UK. Our vision is to help those bereaved from day one, acknowledge their grief and provide reassurance, a virtual hand of friendship and ongoing support.

Live chat: hello@thegoodgrieftrust.org

Immigration advice:

https://www.libertyhumanrights.org.uk/advice_information/i-need-immigration-advice/

Financial advice:**StepChange** - www.stepchange.org.uk

Organisation offering free debt advice and money management.

Freephone: 0800 138 1111

Gingerbread (single parents) - www.gingerbread.org.uk

A charity that supports single-parent families in England and Wales by providing advice, online information, support groups, and training.

Freephone: 0808 802 0925

Advicenow - www.advicenow.org.uk/

A charity that provides information on the law and your rights from a wide range of advice and services.

Link to the contact form: <https://www.advicenow.org.uk/content/contact-us>

Turn2us - www.turn2us.org.uk

A national charity that helps people in financial hardship to gain access to welfare benefits, charitable grants and support services.

Contact form: <https://turn2us.custhelp.com/>

The Money Advice Service (MoneyHelper in Wales) -

www.moneyadviceservice.org.uk/en/corporate/contact-us

Free & impartial money advice (on all aspects, not just debt, including mortgages, pensions, insurance, general budgeting), including online tools & calculators.

Freephone: 0800 138 777 (England) 0800 138 0555 (Wales). Typetalk: text 18001 than 0800 915 4622

Disability:

Disability Law Service - www.dls.org.uk

A charity that provides free legal advice on community care, employment, housing and welfare benefits to disabled people and their carers.

Phone: 0207 791 9800 Email: advice@dls.org.uk

Carers Support:**Carers UK**

Carers UK provide information and advice to unpaid carers including benefits advice and financial support, your rights as a carer in the workplace, carers' assessments and how to get support in your caring role, services available to carers and the people you care for, and how to complain effectively and challenge decisions. A telephone Helpline is available from Monday to Friday, 9am – 6pm.

Phone: 0808 808 7777 Email: advice@carersuk.org

Mental Health and Wellbeing:

Mind - www.mind.org.uk

A mental health charity that offers information and advice to people with mental health problems.

Phone: 020 8519 2122 (England) 0300 123 3393 (Wales)

Samaritans - www.samaritans.org

A charity that provides emotional support for anyone who is struggling or in distress.

Freephone: 116 123 Email: jo@samaritans.org (response time 24 hours)

Marmalade Trust - <https://www.marmaladetrust.org/>

Supporting people experiencing loneliness to make new friendships and connections.

Phone: 07566 244788

SAMH For Scotland's Mental Health - <https://www.samh.org.uk/>

To provide adults and young people in Scotland with mental health social care support, services in primary care, schools and further education, among others.

Phone: 0344 800 0550

Wellbeing Scotland - <https://www.wellbeingScotland.org/>

Website is currently being re-built, so please see contact details below.

Befriending service in Scotland providing support with social isolation with an emphasis on building the confidence and self-esteem of the service user.

Phone: 01324630100

Email: info@wellbeingScotland.org

Community Care and Wellbeing Service (Wales) - <https://www.ccaws.org.uk/>

Mental health and wellbeing charity that delivers support services across Cardiff's diverse communities. Our befriending service offers telephone, video messaging and face to face befriending to people looking to combat social isolation and have someone that they can talk to regularly.

Phone: 02920 345294

ALONE (Northern Ireland) - <https://alone.ie/>

ALONE's Support & Befriending service provides companionship and practical support to older people who would like extra social contact.

Phone: 01-6791032

The Chatty Cafe Scheme (UK-wide) - <https://thechattycafescheme.co.uk/>

Befriending service. Weekly 30-minute phone call

Phone: 07484741934

The Silver Line Helpline

A free, confidential telephone service just for older people. They provide friendship, conversation and support 24 hours a day, 7 days a week across the UK.

Phone: 0800 4 70 80 90

Department of Work and Pensions Contact Details

Universal Credit (UC) - <https://www.gov.uk/universal-credit>

Universal Credit is a payment to help with your living costs. You may be able to get it if you're on a low income, out of work or you cannot work.

Universal Credit Helpline 9am to 5pm Mon – Fri

Telephone: 0800 328 5644; Textphone: 0800 328 1344; Welsh language: 0800 328 1744. If you cannot hear or speak on the phone: 18001 then 0800 328 5644.

Employment and Support Allowance (ESA)

You can apply for ESA if you have a disability or health condition that affects how much you can work. ESA gives you money to help with living costs if you are unable to work or support to get back into work if you are able to.

You can check your eligibility and apply by calling Universal Credit Helpline or online:
<https://www.apply-new-style-employment-support-allowance.dwp.gov.uk/eligibility-start>

Child Maintenance Service - <https://childmaintenanceservice.direct.gov.uk/>

This service is for parents who have not been able to make a private arrangement for paying their child's living costs.

Freephone: 0800 171 2345; Welsh language: 0800 232 1979; 8am to 8pm Mon – Fri. If you cannot hear or speak on the phone: 18001 then 0800 171 2345.

All about our research project and what taking part would involve (R02)

Thank you for reading this information leaflet. You recently completed a survey for Ipsos UK about your experiences of receiving support from a food bank, health, life events, finances, and experiences of other support. As part of this survey, you agreed to be re-contacted for further opportunities to take part in research. We are now inviting you to take part in a one-to-one conversation with an Ipsos UK researcher, on behalf of Trussell. This information sheet tells you more about the research project and what taking part would involve.

What is this research project about?

Ipsos UK is an independent research organisation. We are carrying out this research project on behalf of Trussell (previously known as the Trussell Trust). The aim of the research is to help Trussell understand why people referred to food banks in the Trussell network may not have received advice from other services (e.g. services such as benefits advice, housing advice, mental health support) prior to their food bank referral and how this situation might be improved.

What would taking part involve?

If you agree to take part, we will ask you to take part in a one-to-one conversation with an Ipsos UK researcher. The conversation may be observed by someone from Trussell. If this happens, they will only do so if you give consent, and they will agree to treat everything they hear as confidential.

The conversation will be scheduled at a time convenient to you. It will last up to 1 hour. During the conversation you can take a break at any time. You can also choose to split the conversation into two shorter conversations.

- The conversation will take place via a video or telephone call - you can tell us which you would prefer. The researcher will call you at the agreed time.
- As you will be speaking about your personal circumstances, you may want to find a quiet or private place on your own when you take part.

During the conversation, we would like to understand more about your circumstances and how this impacted your journey to receiving a food bank referral. The conversation may cover similar topics to the survey you recently completed. This may include discussing:

- What has been going on in your life recently, including any events or changes leading up to your referral to a food bank.
- The financial situation of you and your household. However, you will not be asked to share any amounts regarding your finances and the information you share will not affect your eligibility to claim benefits.
- Your awareness of types of support services (e.g. services such as benefits advice, housing advice, mental health support).

- What types of support services would be useful to you and when.
- Any barriers that prevented you from being able to access support services if you need them, including lack of information, finances, health and caring responsibilities.
- Your support systems – including family, friends and wider community.
- The conversation may include discussion of sensitive topics such as your health or financial situation, but you only need to share with us what feels comfortable for you.

The conversation is a chance for us to understand more about your experiences and views. It is an opportunity for us to talk to you about these, and for you to tell us about your experiences in your own words.

People who take part will receive a £50 thank you voucher for a supermarket or a high street shop once the conversation is complete. We can send this voucher to you by post or email depending on your preference, and you would receive it up to 8 working days after completing your conversation. Mailout of the vouchers via post may be subject to Royal Mail delays beyond our control. If you have any questions or concerns about the delivery of your voucher, please do contact the details provided later on.

Do I have to take part?

No. Taking part is completely your choice. Please think carefully about taking part. Sharing personal experiences and talking about events in your life might feel uncomfortable for you and we would encourage you to consider whether this feels like the right thing for you right now.

If you do decide to take part, during the conversation you can decide how much you share, and how fast the conversation goes. You can choose not to answer questions that feel like too much – or take breaks – or stop if that feels right for you. Even if you agree to take part now you can change your mind later. You do not have to give a reason why at any stage.

Your answers will be shared with Trussell anonymously which means anything that could personally identify you such as your name or location will be removed or changed. Taking part will not have any effect on your ability to seek support from a food bank in the future if you need it. Taking part will not affect any benefits you may be claiming and will not affect your relationship with the DWP, social services or any other agencies. You will also not be asked to share any amounts regarding your finances and the information you share will not affect your eligibility to claim benefits. Please note that Ipsos researchers cannot provide you with advice on things like managing finances or claiming benefits.

Will you record what I say?

It is up to you. We would like to audio record the conversation if you are happy for us to. This is so we don't forget what you said when writing the report a few months later. We will only share recordings with the Ipsos UK research team. Your recording will be permanently and securely

deleted by October 2025 at the latest. We will not be video recording our conversation. Even if we talk over video call (e.g., Zoom or MS Teams), and you would like to keep the video on, we will still only audio record the conversation. If you would prefer for your conversation not to be recorded, the researcher will take notes instead.

We will check that you are happy for us to audio record at the beginning of our conversation. Your responses will only be used for research purposes and no personally identifiable information will be shared with any third parties.

Ipsos UK will keep your personal data in strict confidence. We will follow the current laws, such as the General Data Protection Regulations (GDPR), when we store and access this information. You can contact us after you have taken part if you would prefer us to delete your information.

What happens to the information I provide?

Ipsos UK adheres to the Market Research Society (MRS) code of conduct, which will be followed throughout the research process. We will securely remove any personal identifying data from our systems no later than June 2025.

We will not share any personal identifiable information (like your name or address) with Trussell. We will not tell anyone that you have spoken to us, or share anything that identifies you, unless you tell the Ipsos UK researcher something that suggests you or someone else is at risk of serious harm. In this case, we may need to tell someone but would let you know first.

Ipsos UK will share anonymised transcripts of your conversation with Trussell. This means that we will share a written version of the discussion, but we will remove or change any details that could identify you or someone in your household. We will ask for your permission to share this with Trussell at the end of the conversation – you do not have to agree to this to take part in the research.

Trussell will also write a report which will be printed and published online. The report may include case studies of and direct quotes from conversations with people who have taken part in this research. Case studies are texts of the individuals' real-life experiences that we speak to which bring the research findings to life. These will also be presented anonymously (any details which could identify you or someone in your household will be removed or changed). Anonymous quotes may also be shared on social media by Trussell but you would not be able to be identified from these.

You have a right to change your mind if you no longer wish to take part. If you decide that you do not want us to use what you have shared please contact us on freephone +44 800 014 9453 or email FoodBankSurvey@ipsos.com within the two weeks following your conversation with the researcher. After these two weeks, your story will have contributed to the project.

What if I have specific needs or accessibility requirements?

Ipsos is committed to making sure our research is inclusive for all, including for people with specific accessibility needs and requirements. We want to ensure that people take part in the conversation in ways that work best for them. We know that many people might need us to make some changes to the way we carry out discussions to make it easier for them to take part – whether carrying out the discussion in a different way (by phone or video interview), giving you more information to help you prepare in advance, involving an interpreter if you need one to enable you to speak to us more easily, or taking breaks during the discussion.

Ipsos will make every reasonable effort to ensure that you can take part, so please let us know if there is anything we can do to make this easier for you.

If you do have specific needs or requirements and would like to discuss taking part in a different way, involving an interpreter, or anything else that would enable you to take part in this research, please contact the Ipsos research team by **emailing us at FoodBankSurvey@ipsos.com or calling on freephone +44 800 014 9453**.

Where can I get more information?

You can find more information about the personal data we will collect, how we will use it, who we share it with and what your legal rights are in the privacy notice for the project.

If you would like to speak to someone about taking part in the research, you can contact: freephone +44 800 014 9453 or email FoodBankSurvey@ipsos.com

If after taking part in the research you would like to contact Trussell about your experience of the research, you can contact research@trussell.org.uk.

Access to Advice and Further Support

The following organisations provide advice on a range of issues:

If you currently don't have enough money to afford the essentials:

Citizens Advice

Trained advisers provide free support for people experiencing hardship to maximise their incomes, help people navigate the benefits system, and identify any additional grants someone could be entitled to. If needed, they'll issue a voucher so they can get an emergency food parcel from their local food bank. They also offer immigration advice.

Freephone: 0800 144 8848 (England) 0800 702 2020 (Wales) 0800 915 4604 (Northern Ireland). M-Fr 9am to 5pm for all locations. Closed on public holidays.

If you cannot hear or speak on the phone, you can type what you want to say. Text 18001 then 0800 144 8884. You can use Relay UK services with an app or a text phone. There's no extra charge to use it.

Link to the contact us form: <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/>

Food aid network: local advice

Please refer to the list of support available in your local authority available here: <https://www.foodaidnetwork.org.uk/cash-first-leaflets>

Scottish Welfare Fund crisis grants

Please refer to the list of support available in your local authority available here: <https://www.foodaidnetwork.org.uk/cash-first-leaflets>

Help through Hardship helpline and Advice NI:

<https://www.trussell.org.uk/help-and-advice/help-through-hardship-helpline>

Freephone: 0808 208 2138 (England and Wales) 0800 915 4604 (NI)

Shelter advice line:

https://england.shelter.org.uk/get_help

Freephone: 0808 800 4444 Monday to Friday, 8am - 8pm; Weekends and bank holidays, 9am - 5pm

National Domestic Abuse Helpline:

<https://www.nationaldahelpline.org.uk/>

24-hour freephone: 0808 2000 247

Bereavement support:

<https://www.cruse.org.uk/>

Helpline: 080 8808 1677

Care for the Family - <https://www.careforthefamily.org.uk/>

Supporting people facing family difficulties around Parenting, Marriage/Couple Support and Bereavement. We run telephone befriending schemes for Bereaved Parents, those Widowed Young and Parents of Children with Additional Needs.

Phone: 02920815854

Ataloss - <https://www.ataloss.org/>

Supporting bereaved people to find support and wellbeing.

Live chat: <https://www.ataloss.org/live-chat>

The Good Grief Trust - <https://www.thegoodgrieftrust.org/>

Supporting all those affected by grief in the UK. Our vision is to help those bereaved from day one, acknowledge their grief and provide reassurance, a virtual hand of friendship and ongoing support.

Live chat: hello@thegoodgrieftrust.org

Immigration advice:

https://www.libertyhumanrights.org.uk/advice_information/i-need-immigration-advice/

Financial advice:**StepChange** - www.stepchange.org.uk

Organisation offering free debt advice and money management.

Freephone: 0800 138 1111

Gingerbread (single parents) - www.gingerbread.org.uk

A charity that supports single-parent families in England and Wales by providing advice, online information, support groups, and training.

Freephone: 0808 802 0925

Advicenow - www.advicenow.org.uk/

A charity that provides information on the law and your rights from a wide range of advice and services.

Link to the contact form: <https://www.advicenow.org.uk/content/contact-us>

Turn2us - www.turn2us.org.uk

A national charity that helps people in financial hardship to gain access to welfare benefits, charitable grants and support services.

Contact form: <https://turn2us.custhelp.com/>

The Money Advice Service (MoneyHelper in Wales) -

www.moneyadviceservice.org.uk/en/corporate/contact-us

Free & impartial money advice (on all aspects, not just debt, including mortgages, pensions, insurance, general budgeting), including online tools & calculators.

Freephone: 0800 138 777 (England) 0800 138 0555 (Wales). Typetalk: text 18001 than 0800 915 4622

Disability:

Disability Law Service - www.dls.org.uk

A charity that provides free legal advice on community care, employment, housing and welfare benefits to disabled people and their carers.

Phone: 0207 791 9800 Email: advice@dls.org.uk

Carers Support:**Carers UK**

Carers UK provide information and advice to unpaid carers including benefits advice and financial support, your rights as a carer in the workplace, carers' assessments and how to get support in your caring role, services available to carers and the people you care for, and how to complain effectively and challenge decisions. A telephone Helpline is available from Monday to Friday, 9am – 6pm.

Phone: 0808 808 7777 Email: advice@carersuk.org

Mental Health and Wellbeing:

Mind - www.mind.org.uk

A mental health charity that offers information and advice to people with mental health problems.

Phone: 020 8519 2122 (England) 0300 123 3393 (Wales)

Samaritans - www.samaritans.org

A charity that provides emotional support for anyone who is struggling or in distress.

Freephone: 116 123 Email: jo@samaritans.org (response time 24 hours)

Marmalade Trust - <https://www.marmaladetrust.org/>

Supporting people experiencing loneliness to make new friendships and connections.

Phone: 07566 244788

SAMH For Scotland's Mental Health - <https://www.samh.org.uk/>

To provide adults and young people in Scotland with mental health social care support, services in primary care, schools and further education, among others.

Phone: 0344 800 0550

Wellbeing Scotland - <https://www.wellbeingScotland.org/>

Website is currently being re-built, so please see contact details below.

Befriending service in Scotland providing support with social isolation with an emphasis on building the confidence and self-esteem of the service user.

Phone: 01324630100

Email: info@wellbeingScotland.org

Community Care and Wellbeing Service (Wales) - <https://www.ccaws.org.uk/>

Mental health and wellbeing charity that delivers support services across Cardiff's diverse communities. Our befriending service offers telephone, video messaging and face to face befriending to people looking to combat social isolation and have someone that they can talk to regularly.

Phone: 02920 345294

ALONE (Northern Ireland) - <https://alone.ie/>

ALONE's Support & Befriending service provides companionship and practical support to older people who would like extra social contact.

Phone: 01-6791032

The Chatty Cafe Scheme (UK-wide) - <https://thechattycafescheme.co.uk/>

Befriending service. Weekly 30-minute phone call

Phone: 07484741934

The Silver Line Helpline

A free, confidential telephone service just for older people. They provide friendship, conversation and support 24 hours a day, 7 days a week across the UK.

Phone: 0800 4 70 80 90

Department of Work and Pensions Contact Details

Universal Credit (UC) - <https://www.gov.uk/universal-credit>

Universal Credit is a payment to help with your living costs. You may be able to get it if you're on a low income, out of work or you cannot work.

Universal Credit Helpline 9am to 5pm Mon – Fri

Telephone: 0800 328 5644; Textphone: 0800 328 1344; Welsh language: 0800 328 1744. If you cannot hear or speak on the phone: 18001 then 0800 328 5644.

Employment and Support Allowance (ESA)

You can apply for ESA if you have a disability or health condition that affects how much you can work. ESA gives you money to help with living costs if you are unable to work or support to get back into work if you are able to.

You can check your eligibility and apply by calling Universal Credit Helpline or online:
<https://www.apply-new-style-employment-support-allowance.dwp.gov.uk/eligibility-start>

Child Maintenance Service - <https://childmaintenanceservice.direct.gov.uk/>

This service is for parents who have not been able to make a private arrangement for paying their child's living costs.

Freephone: 0800 171 2345; Welsh language: 0800 232 1979; 8am to 8pm Mon – Fri. If you cannot hear or speak on the phone: 18001 then 0800 171 2345.

All about our research project and what taking part would involve (R03 Part 1)

Thank you for reading this information leaflet. You recently completed a survey for Trussell and Ipsos UK about your experiences of receiving support from a food bank, health, life events, finances, and experiences of other support. As part of this survey, you agreed to be re-contacted for further opportunities to take part in research. We are now inviting you to take part in a one-to-one conversation with an Ipsos UK researcher. This information sheet tells you more about our research project and what taking part would involve.

What is this research project about?

Ipsos UK is an independent research organisation. We are carrying out this research project on behalf of Trussell. The aim of the research is to help Trussell understand more about how peoples' circumstances may have changed since they took part in the survey and the impact that these changes may have had on peoples' ability to afford the essentials. It does not matter how recently you have accessed food bank support.

What would taking part involve?

If you agree to take part, we will ask you to take part in a one-to-one conversation with an Ipsos UK researcher:

- The conversation will be scheduled at a time convenient to you. It will last up to 45 minutes. During the conversation you can take a break at any time.
- The conversation will take place via a video or telephone call – you can tell us which you would prefer. The researcher will call you at the agreed time.
- As you will be speaking about your personal circumstances, you may want to find a quiet or private place on your own when you take part.

During the conversation, we would like to ask you more about how your financial situation has changed and any other change in circumstances since you took part in the survey. It does not matter if you have not accessed a food bank recently. The Ipsos researcher will be able to see the responses you gave to the survey you completed. The conversation will cover similar topics to the survey and may include discussing:

- Your financial situation
- What has been going on in your life recently, for instance in terms of your income and employment status, your health and wellbeing, life events you might have experienced recently, any support you may or may not have received, your housing situation.

The conversation is a chance for us to understand more about your experiences and views. It is an opportunity to talk to you about these, and for you to tell us about your experiences in your own words.

People who take part will receive a £50 voucher for a supermarket or a high street shop once the conversation is complete. We can send this voucher to you by post or email depending on your preference, and you would receive it up to 8 working days after completing your conversation. Mailout of the vouchers via post may be subject to Royal Mail delays beyond our control. If you have any questions or concerns about the delivery of your voucher, please do contact the details provided later on.

Do I have to take part?

No. Taking part is completely your choice. Please think carefully about taking part. Sharing personal experiences and talking about events in your life might feel uncomfortable for you and we would encourage you to consider whether this feels like the right thing for you right now.

If you do decide to take part, during the conversation you can decide how much you share, and how fast the conversation goes. You can choose not to answer questions that feel like too much – or take breaks – or stop if that feels right for you. Even if you agree to take part now you can change your mind later. You do not have to give a reason why.

Trussell, including any food bank you have been supported by, will not know that you have taken part in the research. Your answers will be shared with Trussell anonymously which means anything that could personally identify you such as your name will be removed or changed. Taking part will not have any effect on your ability to seek support from a food bank in the future if you need it. Taking part will not affect any benefits you may be claiming and will not affect your relationship with the DWP or any other agencies. You will also not be asked to share any amounts regarding your finances and the information you share will not affect your eligibility to claim benefits. Please note that Ipsos researchers cannot provide you with advice on things like managing finances or claiming benefits.

Will you record what I say?

It is up to you. We would like to audio record the conversation if you are happy for us to. This is so we don't forget what you said when writing the report a few months later. We will only share recordings with the Ipsos UK research team. Your recording will be permanently and securely deleted by February 2026 at the latest. We will not be video recording our conversation. Even if we talk over video call (e.g., Zoom or MS Teams), and you would like to keep the video on, we will still only audio record the conversation. If you would prefer for your conversation not to be recorded, the researcher will take notes instead.

We will check that you are happy for us to audio record at the beginning of our conversation. Your responses will only be used for research purposes and no personally identifiable information will be shared with any third parties.

Ipsos UK will keep your personal data in strict confidence. We will follow the current laws, such as the General Data Protection Regulations (GDPR), when we store and access this information. You can contact us after you have taken part if you would prefer us to delete your information.

What happens to the information I provide?

Ipsos UK adheres to the Market Research Society (MRS) code of conduct, which will be followed throughout the research process. We will securely remove any personal identifying data from our systems no later than February 2026. All personal, identifying data you provided in your responses to the paper/online survey will be removed from all our systems no later than December 2025.

We will not share any personal identifiable information (like your name or address) with Trussell. We will not tell anyone that you have spoken to us, or share anything that identifies you, unless you tell the Ipsos UK researcher something that suggests you or someone else is at risk of serious harm. In this case, we may need to tell someone but would let you know first.

Ipsos UK will share anonymised transcripts of your conversation with Trussell. This means that we will share a written version of the discussion, but we will remove or change any details that could identify you or someone in your household. We will ask for your permission to share this with Trussell at the end of the conversation – you do not have to agree to this to take part in the research.

Trussell will also write a report which will be printed and published online. The report may include case studies of and direct quotes from conversations with people who have taken part in this research. Case studies are texts of the individuals' real-life experiences that we speak to which bring the research findings to life. These will also be presented anonymously (any details which could identify you or someone in your household will be removed or changed). Anonymous quotes may also be shared on social media by Trussell but you would not be able to be identified from these.

You have a right to change your mind if you no longer wish to take part. If you decide that you do not want us to use what you have shared please contact us on freephone +44 800 014 9453 or email FoodBankSurvey@ipsos.com within the two weeks following your conversation with the researcher.

What if I have specific needs or accessibility requirements?

Ipsos is committed to making sure our research is inclusive for all, including for people with specific accessibility needs and requirements. We want to ensure that people take part in the conversation in ways that work best for them. We know that many people might need us to make some changes to the way we carry out discussions to make it easier for them to take part – whether carrying out the discussion in a different way (by phone or video interview), giving you more information to help you prepare in advance, involving an interpreter if you need one to enable you to speak to us more easily, or taking breaks during the discussion.

Ipsos will make every reasonable effort to ensure that you can take part, so please let us know if there is anything we can do to make this easier for you.

If you do have specific needs or requirements and would like to discuss taking part in a different way, involving an interpreter, or anything else that would enable you to take part in this research, please contact the research team by **emailing us at FoodBankSurvey@ipsos.com or calling on freephone +44 800 014 9453.**

Where can I get more information?

You can find more information about the personal data we will collect, how we will use it, who we share it with and what your legal rights are in the privacy notice for the project.

If you would like to speak to someone about taking part in the research, you can contact: freephone +44 800 014 9453 or email FoodBankSurvey@ipsos.com

Access to Advice and Further Support

The following organisations provide advice on a range of issues (see next page):

If you currently don't have enough money to afford the essentials:

Citizens Advice

Trained advisers provide free support for people experiencing hardship to maximise their incomes, help people navigate the benefits system, and identify any additional grants someone could be entitled to. If needed, they'll issue a voucher so they can get an emergency food parcel from their local food bank. They also offer immigration advice.

Freephone: 0800 144 8848 (England) 0800 702 2020 (Wales) 0800 915 4604 (Northern Ireland). M-Fr 9am to 5pm for all locations. Closed on public holidays.

If you cannot hear or speak on the phone, you can type what you want to say. Text 18001 then 0800 144 8884. You can use Relay UK services with an app or a text phone. There's no extra charge to use it.

Link to the contact us form: <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/>

Food aid network: local advice

Please refer to the list of support available in your local authority available here: <https://www.foodaidnetwork.org.uk/cash-first-leaflets>

Scottish Welfare Fund crisis grants

Please refer to the list of support available in your local authority available here: <https://www.foodaidnetwork.org.uk/cash-first-leaflets>

Help through Hardship helpline and Advice NI:

<https://www.trussell.org.uk/help-and-advice/help-through-hardship-helpline>

Freephone: 0808 208 2138 (England and Wales) 0800 915 4604 (NI)

Shelter advice line:

https://england.shelter.org.uk/get_help

Freephone: 0808 800 4444 Monday to Friday, 8am - 8pm; Weekends and bank holidays, 9am - 5pm

National Domestic Abuse Helpline:

<https://www.nationaldahelpline.org.uk/>

24-hour freephone: 0808 2000 247

Bereavement support:

<https://www.cruse.org.uk/>

Helpline: 080 8808 1677

Care for the Family - <https://www.careforthefamily.org.uk/>

Supporting people facing family difficulties around Parenting, Marriage/Couple Support and Bereavement. We run telephone befriending schemes for Bereaved Parents, those Widowed Young and Parents of Children with Additional Needs.

Phone: 02920815854

Ataloss - <https://www.ataloss.org/>

Supporting bereaved people to find support and wellbeing.

Live chat: <https://www.ataloss.org/live-chat>

The Good Grief Trust - <https://www.thegoodgrieftrust.org/>

Supporting all those affected by grief in the UK. Our vision is to help those bereaved from day one, acknowledge their grief and provide reassurance, a virtual hand of friendship and ongoing support.

Live chat: hello@thegoodgrieftrust.org

Immigration advice:

https://www.libertyhumanrights.org.uk/advice_information/i-need-immigration-advice/

Financial advice:**StepChange** – www.stepchange.org.uk

Organisation offering free debt advice and money management.

Freephone: 0800 138 1111

Gingerbread (single parents) – www.gingerbread.org.uk

A charity that supports single-parent families in England and Wales by providing advice, online information, support groups, and training.

Freephone: 0808 802 0925

Advicenow – www.advicenow.org.uk/

A charity that provides information on the law and your rights from a wide range of advice and services.

Link to the contact form: <https://www.advicenow.org.uk/content/contact-us>

Turn2us – www.turn2us.org.uk

A national charity that helps people in financial hardship to gain access to welfare benefits, charitable grants and support services.

Contact form: <https://turn2us.custhelp.com/>

The Money Advice Service (MoneyHelper in Wales) –

www.moneyadviceservice.org.uk/en/corporate/contact-us

Free & impartial money advice (on all aspects, not just debt, including mortgages, pensions, insurance, general budgeting), including online tools & calculators.

Freephone: 0800 138 777 (England) 0800 138 0555 (Wales). Typetalk: text 18001 than 0800 915 4622

Disability:**Disability Law Service** – www.dls.org.uk

A charity that provides free legal advice on community care, employment, housing and welfare benefits to disabled people and their carers.

Phone: 0207 791 9800 Email: advice@dls.org.uk

Carers Support:

Carers UK

Carers UK provide information and advice to unpaid carers including benefits advice and financial support, your rights as a carer in the workplace, carers' assessments and how to get support in your caring role, services available to carers and the people you care for, and how to complain effectively and challenge decisions. A telephone Helpline is available from Monday to Friday, 9am – 6pm.

Phone: 0808 808 7777 Email: advice@carersuk.org

Mental Health and Wellbeing:

Mind - www.mind.org.uk

A mental health charity that offers information and advice to people with mental health problems.

Phone: 020 8519 2122 (England) 0300 123 3393 (Wales)

Samaritans - www.samaritans.org

A charity that provides emotional support for anyone who is struggling or in distress.

Freephone: 116 123 Email: jo@samaritans.org (response time 24 hours)

Marmalade Trust - <https://www.marmaladetrust.org/>

Supporting people experiencing loneliness to make new friendships and connections.

Phone: 07566 244788

SAMH For Scotland's Mental Health - <https://www.samh.org.uk/>

To provide adults and young people in Scotland with mental health social care support, services in primary care, schools and further education, among others.

Phone: 0344 800 0550

Wellbeing Scotland - <https://www.wellbeingScotland.org/>

Website is currently being re-built, so please see contact details below.

Befriending service in Scotland providing support with social isolation with an emphasis on building the confidence and self-esteem of the service user.

Phone: 01324630100

Email: info@wellbeingscotland.org

Community Care and Wellbeing Service (Wales) - <https://www.ccaws.org.uk/>

Mental health and wellbeing charity that delivers support services across Cardiff's diverse communities. Our befriending service offers telephone, video messaging and face to face befriending to people looking to combat social isolation and have someone that they can talk to regularly.

Phone: 02920 345294

ALONE (Northern Ireland) - <https://alone.ie/>

ALONE's Support & Befriending service provides companionship and practical support to older people who would like extra social contact.

Phone: 01-6791032

The Chatty Cafe Scheme (UK-wide) - <https://thechattycafescheme.co.uk/>

Befriending service. Weekly 30-minute phone call

Phone: 07484741934

The Silver Line Helpline

A free, confidential telephone service just for older people. They provide friendship, conversation and support 24 hours a day, 7 days a week across the UK.

Phone: 0800 4 70 80 90

Department of Work and Pensions Contact Details

Universal Credit (UC) - <https://www.gov.uk/universal-credit>

Universal Credit is a payment to help with your living costs. You may be able to get it if you're on a low income, out of work or you cannot work.

Universal Credit Helpline 9am to 5pm Mon – Fri

Telephone: 0800 328 5644; Textphone: 0800 328 1344; Welsh language: 0800 328 1744. If you cannot hear or speak on the phone: 18001 then 0800 328 5644.

Employment and Support Allowance (ESA)

You can apply for ESA if you have a disability or health condition that affects how much you can work. ESA gives you money to help with living costs if you are unable to work or support to get back into work if you are able to.

You can check your eligibility and apply by calling Universal Credit Helpline or online:

<https://www.apply-new-style-employment-support-allowance.dwp.gov.uk/eligibility-start>

Child Maintenance Service - <https://childmaintenanceservice.direct.gov.uk/>

This service is for is for parents who have not been able to make a private arrangement for paying their child's living costs.

Freephone: 0800 171 2345; Welsh language: 0800 232 1979; 8am to 8pm Mon – Fri. If you cannot hear or speak on the phone: 18001 then 0800 171 2345.

All about our research project and what taking part would involve (R03 Part 2)

Thank you for reading this information leaflet. You recently completed a survey for Trussell (formerly the Trussell Trust) and Ipsos UK between May and June 2024 about your experiences of receiving support from a food bank, health, life events, finances, and experiences of other support. As part of this survey, you agreed to be re-contacted for further opportunities to take part in research. We are now inviting you to take part in a one-to-one conversation with an Ipsos UK researcher. This information sheet tells you more about our research project and what taking part would involve.

What is this research project about?

Ipsos UK is an independent research organisation. We are carrying out this research project on behalf of Trussell. The aim of the research is to help Trussell understand more about how peoples' circumstances may have changed since they took part in the survey and the impact that these changes may have had on peoples' ability to afford the essentials. It does not matter how recently you have accessed food bank support.

What would taking part involve?

If you agree to take part, we will ask you to take part in a one-to-one conversation with an Ipsos UK researcher:

- The conversation will be scheduled at a time convenient to you. It will last up to 45 minutes. During the conversation you can take a break at any time.
- The conversation will take place via a video or telephone call - you can tell us which you would prefer. The researcher will call you at the agreed time.
- As you will be speaking about your personal circumstances, you may want to find a quiet or private place on your own when you take part.

During the conversation, we would like to ask you more about how your financial situation has changed and any other change in circumstances since you took part in the survey. It does not matter if you have not accessed a food bank recently. The Ipsos researcher will be able to see the responses you gave to the survey you completed. The conversation will cover similar topics to the survey and may include discussing:

- Your financial situation
- What has been going on in your life recently, for instance in terms of your income and employment status, your housing situation, your health and wellbeing, life events you might have experienced recently and any support you may or may not have received.

The conversation is a chance for us to understand more about your experiences and views. It is an opportunity to talk to you about these, and for you to tell us about your experiences in your own words.

People who take part will receive a £50 voucher for a supermarket or a high street shop once the conversation is complete. We can send this voucher to you by post or email depending on your preference, and you would receive it up to 8 working days after completing your conversation. Mailout of the vouchers via post may be subject to Royal Mail delays beyond our control. If you have any questions or concerns about the delivery of your voucher, please do contact the details provided later on.

Do I have to take part?

No. Taking part is completely your choice. Please think carefully about taking part. Sharing personal experiences and talking about events in your life might feel uncomfortable for you and we would encourage you to consider whether this feels like the right thing for you right now.

If you do decide to take part, during the conversation you can decide how much you share, and how fast the conversation goes. You can choose not to answer questions that feel like too much – or take breaks – or stop if that feels right for you. Even if you agree to take part now you can change your mind later. You do not have to give a reason why.

Trussell, including any food bank you have been supported by, will not know that you have taken part in the research. Your answers will be shared with Trussell anonymously which means anything that could personally identify you such as your name will be removed or changed. Taking part will not have any effect on your ability to seek support from a food bank in the future if you need it. Taking part will not affect any benefits you may be claiming and will not affect your relationship with the DWP or any other agencies. You will also not be asked to share any amounts regarding your finances and the information you share will not affect your eligibility to claim benefits. Please note that Ipsos researchers cannot provide you with advice on things like managing finances or claiming benefits.

Will you record what I say?

It is up to you. We would like to audio record the conversation if you are happy for us to. This is so we don't forget what you said when writing the report a few months later. We will only share recordings with the Ipsos UK research team. Your recording will be permanently and securely deleted by September 2025 at the latest. We will not be video recording our conversation. Even if we talk over video call (e.g., Zoom or MS Teams), and you would like to keep the video on, we will still only audio record the conversation. If you would prefer for your conversation not to be recorded, the researcher will take notes instead.

We will check that you are happy for us to audio record at the beginning of our conversation. Your responses will only be used for research purposes and no personally identifiable information will be shared with any third parties.

Ipsos UK will keep your personal data in strict confidence. We will follow the current laws, such as the General Data Protection Regulations (GDPR), when we store and access this information. You can contact us after you have taken part if you would prefer us to delete your information.

What happens to the information I provide?

Ipsos UK adheres to the Market Research Society (MRS) code of conduct, which will be followed throughout the research process. We will securely remove any personal identifying data from our systems no later than September 2025. All personal, identifying data you provided in your responses to the paper/online survey will be removed from all our systems no later than June 2025.

We will not share any personal identifiable information (like your name or address) with Trussell. We will not tell anyone that you have spoken to us, or share anything that identifies you, unless you tell the Ipsos UK researcher something that suggests you or someone else is at risk of serious harm. In this case, we may need to tell someone but would let you know first.

Ipsos UK will share anonymised transcripts of your conversation with Trussell. This means that we will share a written version of the discussion, but we will remove or change any details that could identify you or someone in your household. We will ask for your permission to share this with Trussell at the end of the conversation – you do not have to agree to this to take part in the research.

Trussell will also write a report which will be printed and published online. The report may include case studies of and direct quotes from conversations with people who have taken part in this research. Case studies are texts of the individuals' real-life experiences that we speak to which bring the research findings to life. These will also be presented anonymously (any details which could identify you or someone in your household will be removed or changed). Anonymous quotes may also be shared on social media by Trussell but you would not be able to be identified from these.

You have a right to change your mind if you no longer wish to take part. If you decide that you do not want us to use what you have shared please contact us on freephone +44 800 014 9453 or email FoodBankSurvey@ipsos.com within the two weeks following your conversation with the researcher.

What if I have specific needs or accessibility requirements?

Ipsos is committed to making sure our research is inclusive for all, including for people with specific accessibility needs and requirements. We want to ensure that people take part in the conversation in ways that work best for them. We know that many people might need us to make some changes to the way we carry out discussions to make it easier for them to take part – whether carrying out the discussion in a different way (by phone or video interview), giving you more information to help you prepare in advance, involving an interpreter if you need one to enable you to speak to us more easily, or taking breaks during the discussion.

Ipsos will make every reasonable effort to ensure that you can take part, so please let us know if there is anything we can do to make this easier for you.

If you do have specific needs or requirements and would like to discuss taking part in a different way, involving an interpreter, or anything else that would enable you to take part in this research, please contact the research team by **emailing us at FoodBankSurvey@ipsos.com or calling on freephone +44 800 014 9453.**

Where can I get more information?

You can find more information about the personal data we will collect, how we will use it, who we share it with and what your legal rights are in the [privacy notice](#) for the project.

If you would like to speak to someone about taking part in the research, you can contact: freephone +44 800 014 9453 or email FoodBankSurvey@ipsos.com

Access to Advice and Further Support

The following organisations provide advice on a range of issues (see next page):

If you currently don't have enough money to afford the essentials:

Citizens Advice

Trained advisers provide free support for people experiencing hardship to maximise their incomes, help people navigate the benefits system, and identify any additional grants someone could be entitled to. If needed, they'll issue a voucher so they can get an emergency food parcel from their local food bank. They also offer immigration advice.

Freephone: 0800 144 8848 (England) 0800 702 2020 (Wales) 0800 915 4604 (Northern Ireland). M-Fr 9am to 5pm for all locations. Closed on public holidays.

If you cannot hear or speak on the phone, you can type what you want to say. Text 18001 then 0800 144 8884. You can use Relay UK services with an app or a text phone. There's no extra charge to use it.

Link to the contact us form: <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/>

Food aid network: local advice

Please refer to the list of support available in your local authority available here: <https://www.foodaidnetwork.org.uk/cash-first-leaflets>

Scottish Welfare Fund crisis grants

Please refer to the list of support available in your local authority available here:

<https://www.foodaidnetwork.org.uk/cash-first-leaflets>

Help through Hardship helpline and Advice NI:

<https://www.trussell.org.uk/help-and-advice/help-through-hardship-helpline>

Freephone: 0808 208 2138 (England and Wales) 0800 915 4604 (NI)

Shelter advice line:

https://england.shelter.org.uk/get_help

Freephone: 0808 800 4444 Monday to Friday, 8am - 8pm; Weekends and bank holidays, 9am - 5pm

National Domestic Abuse Helpline:

<https://www.nationaldahelpline.org.uk/>

24-hour freephone: 0808 2000 247

Bereavement support:

<https://www.cruse.org.uk/>

Helpline: 080 8808 1677

Care for the Family - <https://www.careforthefamily.org.uk/>

Supporting people facing family difficulties around Parenting, Marriage/Couple Support and Bereavement. We run telephone befriending schemes for Bereaved Parents, those Widowed Young and Parents of Children with Additional Needs.

Phone: 02920815854

Ataloss - <https://www.ataloss.org/>

Supporting bereaved people to find support and wellbeing.

Live chat: <https://www.ataloss.org/live-chat>

The Good Grief Trust - <https://www.thegoodgrieftrust.org/>

Supporting all those affected by grief in the UK. Our vision is to help those bereaved from day one, acknowledge their grief and provide reassurance, a virtual hand of friendship and ongoing support.

Live chat: hello@thegoodgrieftrust.org

Immigration advice:

https://www.libertyhumanrights.org.uk/advice_information/i-need-immigration-advice/

Financial advice:

StepChange – www.stepchange.org.uk

Organisation offering free debt advice and money management.

Freephone: 0800 138 1111

Gingerbread (single parents) – www.gingerbread.org.uk

A charity that supports single-parent families in England and Wales by providing advice, online information, support groups, and training.

Freephone: 0808 802 0925

Advicenow – www.advicenow.org.uk/

A charity that provides information on the law and your rights from a wide range of advice and services.

Link to the contact form: <https://www.advicenow.org.uk/content/contact-us>

Turn2us – www.turn2us.org.uk

A national charity that helps people in financial hardship to gain access to welfare benefits, charitable grants and support services.

Contact form: <https://turn2us.custhelp.com/>

The Money Advice Service (MoneyHelper in Wales) –

www.moneyadvice.service.org.uk/en/corporate/contact-us

Free & impartial money advice (on all aspects, not just debt, including mortgages, pensions, insurance, general budgeting), including online tools & calculators.

Freephone: 0800 138 777 (England) 0800 138 0555 (Wales). Typetalk: text 18001 than 0800 915 4622

Disability:**Disability Law Service - www.dls.org.uk**

A charity that provides free legal advice on community care, employment, housing and welfare benefits to disabled people and their carers.

Phone: 0207 791 9800 Email: advice@dls.org.uk

Carers Support:**Carers UK**

Carers UK provide information and advice to unpaid carers including benefits advice and financial support, your rights as a carer in the workplace, carers' assessments and how to get support in your caring role, services available to carers and the people you care for, and how to complain effectively and challenge decisions. A telephone Helpline is available from Monday to Friday, 9am – 6pm.

Phone: 0808 808 7777 Email: advice@carersuk.org

Mental Health and Wellbeing:**Mind - www.mind.org.uk**

A mental health charity that offers information and advice to people with mental health problems.

Phone: 020 8519 2122 (England) 0300 123 3393 (Wales)

Samaritans - www.samaritans.org

A charity that provides emotional support for anyone who is struggling or in distress.

Freephone: 116 123 Email: jo@samaritans.org (response time 24 hours)

Marmalade Trust - <https://www.marmaladetrust.org/>

Supporting people experiencing loneliness to make new friendships and connections.

Phone: 07566 244788

SAMH For Scotland's Mental Health - <https://www.samh.org.uk/>

To provide adults and young people in Scotland with mental health social care support, services in primary care, schools and further education, among others.

Phone: 0344 800 0550

Wellbeing Scotland - <https://www.wellbeingscotland.org/>

Website is currently being re-built, so please see contact details below.

Befriending service in Scotland providing support with social isolation with an emphasis on building the confidence and self-esteem of the service user.

Phone: 01324630100

Email: info@wellbeingscotland.org

Community Care and Wellbeing Service (Wales) - <https://www.ccaws.org.uk/>

Mental health and wellbeing charity that delivers support services across Cardiff's diverse communities. Our befriending service offers telephone, video messaging and face to face befriending to people looking to combat social isolation and have someone that they can talk to regularly.

Phone: 02920 345294

ALONE (Northern Ireland) - <https://alone.ie/>

ALONE's Support & Befriending service provides companionship and practical support to older people who would like extra social contact.

Phone: 01-6791032

The Chatty Cafe Scheme (UK-wide) - <https://thechattycafescheme.co.uk/>

Befriending service. Weekly 30-minute phone call

Phone: 07484741934

The Silver Line Helpline

A free, confidential telephone service just for older people. They provide friendship, conversation and support 24 hours a day, 7 days a week across the UK.

Phone: 0800 4 70 80 90

Department of Work and Pensions Contact Details**Universal Credit (UC)** - <https://www.gov.uk/universal-credit>

Universal Credit is a payment to help with your living costs. You may be able to get it if you're on a low income, out of work or you cannot work.

Universal Credit Helpline 9am to 5pm Mon – Fri

Telephone: 0800 328 5644; Textphone: 0800 328 1344; Welsh language: 0800 328 1744. If you cannot hear or speak on the phone: 18001 then 0800 328 5644.

Employment and Support Allowance (ESA)

You can apply for ESA if you have a disability or health condition that affects how much you can work. ESA gives you money to help with living costs if you are unable to work or support to get back into work if you are able to.

You can check your eligibility and apply by calling Universal Credit Helpline or online:
<https://www.apply-new-style-employment-support-allowance.dwp.gov.uk/eligibility-start>

Child Maintenance Service - <https://childmaintenanceservice.direct.gov.uk/>

This service is for parents who have not been able to make a private arrangement for paying their child's living costs.

Freephone: 0800 171 2345; Welsh language: 0800 232 1979; 8am to 8pm Mon – Fri. If you cannot hear or speak on the phone: 18001 then 0800 171 2345.

11.11 Qualitative privacy notices

Ipsos UK Privacy Notice (R01)

Study with people about attitudes to accessing food support and your personal data

- This Privacy Notice explains who we are, the personal data we collect, how we use it, who we share it with, and what your legal rights are.
- Ipsos United Kingdom (UK) has been commissioned by the Trussell Trust to speak to people to understand their attitudes towards food banks.
- If you change your mind about taking part in the research or having your data processed after the interview, please contact us on freephone +44 800 014 9453 or email FoodBankSurvey@ipsos.com within the **two weeks** following your conversation with the researcher. You may still withdraw your consent for us to use your data after this two-week period, but after this point your data will have been processed and will have contributed to the project.
- Ipsos will not share any personal identifiable information (like your name or address) with the Trussell Trust. Ipsos will not tell anyone that you have spoken to us, or share anything that identifies you, unless you tell the Ipsos UK researcher something that suggests you or someone else is at risk of serious harm. In this case, we may need to disclose your personal information to someone but would let you know first. We may be required to disclose your personal information to the police, and/or any emotional support providers.
- If you are taking part in a conversation over Zoom, you can find this platform's [terms and conditions](#) or their [privacy statement](#) by clicking on these links.

About Ipsos UK

- Ipsos (market research) Limited is a specialist research agency, commonly known as "Ipsos UK." Ipsos UK is part of the Ipsos worldwide group of companies, and a member of the Market Research Society. As such, we abide by the Market Research Society Code of Conduct and associated regulations and guidelines.

About the Trussell Trust

- The Trussell Trust support a nationwide network of food banks. Food banks in the Trussell Trust network provide emergency food and other support to people across the country facing financial hardship. Together they campaign for policy change to end the need for food banks in the UK.
- The Trussell Trust's privacy policy can be found here: <https://www.trusselltrust.org/privacy/>

What is Ipsos UK's & the Trussell Trust's legal basis for processing your personal data?

- Ipsos UK & the Trussell Trust (the "Client") require a legal basis to process your personal data. Ipsos UK's & the client's legal basis for processing is your consent to take part in a research discussion. We are processing your personal data to recontact you for this study and take part in an interview about people's attitudes towards food support and any challenges people face accessing this support. We will also use your personal data in our analysis of the findings and to send you a thank you payment. If you wish to withdraw your consent at any time, please see the section below covering 'Your Rights.'
- As part of the conversation, we may ask you about your health. Sharing this sensitive information is completely voluntary. We will ask for your explicit consent to record and process any sensitive information you may share about your health.
- As part of the conversation, you may wish to share sensitive data such as about your ethnicity, sexual identity or sexual preferences. We will not be asking you about these unless you voluntarily share that information. Should you entirely voluntarily share that information with Ipsos UK you will, in doing so, be providing Ipsos UK with your explicit consent to process this special category data for research purposes. This data will be shared anonymously with the Trussell Trust to help them understand attitudes towards using food banks.

How will Ipsos UK use any personal data including survey responses you provide?

- Firstly, taking part is entirely voluntary and any answers are given with your consent.
- Your personal data (such as your name and contact details) will not be shared with anyone outside Ipsos UK and the organisations we work with in conducting this research unless you expressly give consent.
- Your personal information will never be shared with any other external organisations such as DWP, social services or other government departments, and will not impact any future interactions with them.
- With your permission the conversation will be digitally audio recorded. Recorded materials will be used for research purposes only. We will share recordings of the interview with an approved supplier who creates transcripts (written versions of the audio recording). More details about this approved supplier are provided in the next section.
- We will share anonymised transcripts of your conversation with the Trussell Trust. This means that we will share a written version of the discussion with details that could identify you or someone in your household removed or changed.

- Anything you share with Ipsos during the research will be presented anonymously in our reports. This means that any details which could identify you will be removed or changed before we share any reports with The Trussell Trust. We may share some of the things you have said in the interview, but these will not contain any information that can be connected back to you or your household. These reports may be published for example, on The Trussell Trust website or the Ipsos UK website.

Who will we share your data with?

- Ipsos UK will be using approved suppliers to assist us in running the study and we may need to process your personal data through these supplier organisations for that purpose. These supplier organisations will form part of the Ipsos UK research team for this study and include:
- Take Note Limited – who will provide transcripts of the discussions.
- Rackspace UK Limited – in order to host the personal data collected.
- THG Fluently may provide translation services.

How will Ipsos UK ensure your personal information is secure?

- Ipsos UK takes its information security responsibilities seriously and applies various precautions to ensure your information is protected from loss, theft or misuse. Security precautions include appropriate physical security of offices and controlled and limited access to computer systems.
- Ipsos UK has regular internal and external audits of its information security controls and working practices and is accredited to the International Standard for Information Security, ISO 27001.

How long will Ipsos UK retain your personal data and identifiable responses?

- Ipsos UK will only retain your personal data in a way that can identify you for as long as is necessary to support the write-up of the research findings. In practice, this means that once we have reported what we learned from our discussions to the Trussell Trust, we will securely remove your personal, identifying data (used for scheduling of the interviews) from our systems no later than June 2025.
- If you participate via Microsoft Teams, your email address, when collected for the purpose of inviting you to take part in a Microsoft Teams call and for the Ipsos UK researcher to share their screen, will be deleted within 14 days of taking part in the interview. Your email address will be deleted from Outlook and permanently removed from Microsoft servers within 31 days. Whilst we will ask your consent to turn on the camera during the call, you are under no obligation to do so; we will not be capturing the video part of the call and is purely for the purpose of the Ipsos UK researcher and the research participant to be able to see each other whilst on the call.

- Audio recordings of research discussions may be retained securely until March 2026, after which they will be securely removed from our system.

Your rights:

- You have the right to access your personal data within the limited period that Ipsos UK holds it.
- Providing responses during this conversation is entirely voluntary and is done with your consent. You have the right to withdraw your consent to take part in the research at any time. This includes during the conversation by telling the person you are speaking with that you would like to stop, and after the conversation with the researcher.
- If you change your mind about taking part in the research or having your data processed after the interview, please contact us on freephone **+44 800 014 9453** or email **FoodBankSurvey@ipsos.com** within the **two weeks** following your conversation with the researcher. You may still withdraw your consent for us to use your data after this two-week period, but after this point your data will have been processed and will have contributed to the project.
- You also have the right to rectify any incorrect or out-of-date personal data about you which we may hold (please contact us at FoodBankSurvey@ipsos.com or +44 800 014 9453)
- If you have any complaints, we would appreciate it if you give us the opportunity to resolve any issue first, by contacting us as set out below.
- If Ipsos cannot resolve your complaint to your satisfaction within a reasonable timescale, you have the right to contact the Market Research Society (MRS). The MRS is the market research regulatory body. You can find details about how to contact the MRS <https://www.mrs.org.uk/> or telephone 02074904911.
- You are also entitled to contact the UK's Information Commissioner's Office (ICO), if you have concerns about how we have processed your personal data. You can find details about how to contact the Information Commissioner's Office at <https://ico.org.uk/global/contact-us/> or by sending an email to: casework@ico.org.uk

Where will your personal data be held & processed?

- The data collected as part of this study will be stored and processed on servers located in the United Kingdom. We can provide further information on the security of servers on request.
- If you participate via Microsoft Teams, in order to be able to invite you to take part in the Microsoft Teams camera call and screen presenting, your email address will be processed on Microsoft servers located in the European Economic Area (EEA). Your survey responses will NOT be processed or stored on Microsoft servers.

How can you contact Ipsos UK & the Trussell Trust about your survey, interview and/or personal data?

Contact Ipsos UK

Email FoodBankSurvey@ipsos.com with '24-040693-01 Trussell Trust research – Wave 2' in the email subject line.

Post to:

24-040693-01
Conversations about food affordability – Wave 2
Compliance Department
Ipsos (market research) Limited
3 Thomas More Square,
London
E1W 1YW

Contact the Trussell Trust

Email DataProtectionTeam@trusselltrust.org with 'Trussell Trust research – Wave 2' in the subject line.

Post to:

Conversations about food affordability – Wave 2
Trust network
Data Protection team,
Unit 9 Ashfield Road Trading Estate,
Ashfield Road,
Salisbury,
Wiltshire
SP2 7HL

Ipsos UK Privacy Notice (R02)

Study with people supported by food banks in the Trussell network and your personal data

- This Privacy Notice explains who we are, the personal data we collect, how we use it, who we share it with, and what your legal rights are.
- Ipsos United Kingdom (UK) has been commissioned by Trussell (previously the Trussell Trust) to understand why people referred to food banks in their network may have not received advice from other services prior to their food bank referral and how this situation might be improved.
- If you change your mind about taking part in the research or having your data processed after the interview, please contact us on freephone +44 800 014 9453 or email FoodBankSurvey@ipsos.com within the **two weeks** following your conversation with the researcher. You may still withdraw your consent for us to use your data after this two-week period, but after this point your data will have been processed and will have contributed to the project.
- Ipsos will not share any personal identifiable information (like your name or address) with Trussell. Ipsos will not tell anyone that you have spoken to us, or share anything that identifies you, unless you tell the Ipsos UK researcher something that suggests you or someone else is at risk of serious harm. In this case, we may need to disclose your personal information to someone but would let you know first. We may be required to disclose your personal information to the police, and/or any emotional support providers.
- If you are taking part in a conversation over Zoom, you can find this platform's [terms and conditions](#) or their [privacy statement](#) by clicking on these links.

About Ipsos UK

- Ipsos (market research) Limited is a specialist research agency, commonly known as "Ipsos UK." Ipsos UK is part of the Ipsos worldwide group of companies, and a member of the Market Research Society. As such, we abide by the Market Research Society Code of Conduct and associated regulations and guidelines.

About Trussell

- Trussell support a nationwide network of food banks. Food banks in the Trussell network provide emergency food and other support to people across the country facing financial hardship. Together they campaign for policy change to end the need for food banks in the UK.
- The Trussell privacy policy can be found here: <https://www.trussell.org.uk/privacy>

What is Ipsos UK's & Trussell's legal basis for processing your personal data?

- Ipsos UK & Trussell (the "Client") require a legal basis to process your personal data. Ipsos UK's & the client's legal basis for processing is your **consent** to take part in a research discussion. We are processing your personal data to recontact you for this study and take part in a discussion to understand why people referred to food banks in the Trussell network may not have received advice from other services (e.g. services such as benefits advice, housing advice, mental health support) prior to their food bank referral and how this situation might be improved.
- We will also use your personal data in our analysis of the findings and to send you a thank you payment. If you wish to withdraw your consent at any time, please see the section below covering 'Your Rights.'
- As part of the conversation, we may ask you about your health or financial situation. Sharing this sensitive information is completely voluntary. We will ask for your explicit consent to record and process any sensitive information you may share about your health.
- As part of the conversation, you may wish to share sensitive data such as about your ethnicity, sexual identity or sexual preferences. We will not be asking you about these unless you voluntarily share that information. Should you entirely voluntarily share that information with Ipsos UK you will, in doing so, be providing Ipsos UK with your explicit consent to process this special category data for research purposes. This data will be shared anonymously with Trussell to help them understand awareness and knowledge of support services among people.

How will Ipsos UK use any personal data including survey responses you provide?

- Firstly, taking part is entirely voluntary and any answers are given with your consent.
- Your personal data (such as your name and contact details) will not be shared with anyone outside Ipsos UK and the organisations we work with in conducting this research unless you expressly give consent.
- Your personal information will never be shared with any other external organisations such as DWP, social services or other government departments, and will not impact any future interactions with them.
- With your permission the conversation will be digitally audio recorded. Recorded materials will be used for research purposes only. We will share recordings of the interview with an approved supplier who creates transcripts (written versions of the audio recording). More details about this approved supplier are provided in the next section.
- We will share anonymised transcripts of your conversation with Trussell. This means that we will share a written version of the discussion with details that could identify you or someone in your household removed or changed.

- Anything you share with Ipsos during the research will be presented anonymously in our reports. This means that any details which could identify you will be removed or changed before we share any reports with Trussell. We may share some of the things you have said in the interview, but these will not contain any information that can be connected back to you or your household. These reports may be published for example, on the Trussell website or the Ipsos UK website.

Who will we share your data with?

- Ipsos UK will be using approved suppliers to assist us in running the study and we may need to process your personal data through these supplier organisations for that purpose. These supplier organisations will form part of the Ipsos UK research team for this study and include:
- Take Note Limited – who will provide transcripts of the discussions.
- Rackspace UK Limited – in order to host the personal data collected.
- THG Fluently may provide translation services.

How will Ipsos UK ensure your personal information is secure?

- Ipsos UK takes its information security responsibilities seriously and applies various precautions to ensure your information is protected from loss, theft or misuse. Security precautions include appropriate physical security of offices and controlled and limited access to computer systems.
- Ipsos UK has regular internal and external audits of its information security controls and working practices and is accredited to the International Standard for Information Security, ISO 27001.

How long will Ipsos UK retain your personal data and identifiable responses?

- Ipsos UK will only retain your personal data in a way that can identify you for as long as is necessary to support the write-up of the research findings. In practice, this means that once we have reported what we learned from our discussions to Trussell, we will securely remove your personal, identifying data (used for scheduling of the interviews) from our systems no later than June 2025.
- If you participate via Microsoft Teams, your email address, when collected for the purpose of inviting you to take part in a Microsoft Teams call and for the Ipsos UK researcher to share their screen, will be deleted within 14 days of taking part in the interview. Your email address will be deleted from Outlook and permanently removed from Microsoft servers within 31 days. Whilst we will ask your consent to turn on the camera during the call, you are under no obligation to do so; we will not be capturing the video part of the call and is purely for the purpose of the Ipsos UK researcher and the research participant to be able to see each other whilst on the call.

- Audio recordings of research discussions may be retained securely until October 2025, after which they will be securely removed from our system.

Your rights:

- You have the right to access your personal data within the limited period that Ipsos UK holds it.
- Providing responses during this conversation is entirely voluntary and is done with your consent. You have the right to withdraw your consent to take part in the research at any time. This includes during the conversation by telling the person you are speaking with that you would like to stop, and after the conversation with the researcher.
- If you change your mind about taking part in the research or having your data processed after the interview, please contact us on freephone **+44 800 014 9453** or email **FoodBankSurvey@ipsos.com** within the **two weeks** following your conversation with the researcher. You may still withdraw your consent for us to use your data after this two-week period, but after this point your data will have been processed and will have contributed to the project.
- You also have the right to rectify any incorrect or out-of-date personal data about you which we may hold (please contact us at FoodBankSurvey@ipsos.com or +44 800 014 9453)
- If you have any complaints, we would appreciate it if you give us the opportunity to resolve any issue first, by contacting us as set out below.
- If Ipsos cannot resolve your complaint to your satisfaction within a reasonable timescale, you have the right to contact the Market Research Society (MRS). The MRS is the market research regulatory body. You can find details about how to contact the MRS <https://www.mrs.org.uk/> or telephone 02074904911.
- You are also entitled to contact the UK's Information Commissioner's Office (ICO), if you have concerns about how we have processed your personal data. You can find details about how to contact the Information Commissioner's Office at <https://ico.org.uk/global/contact-us/> or by sending an email to: casework@ico.org.uk

Where will your personal data be held & processed?

- The data collected as part of this study will be stored and processed on servers located in the United Kingdom. We can provide further information on the security of servers on request.
- If you participate via Microsoft Teams, in order to be able to invite you to take part in the Microsoft Teams camera call and screen presenting, your email address will be processed on Microsoft servers located in the European Economic Area (EEA). Your survey responses will NOT be processed or stored on Microsoft servers.

How can you contact Ipsos UK & Trussell about your survey, interview and/or personal data?

Contact Ipsos UK

Email FoodBankSurvey@ipsos.com with '24-040693-01 Trussell research – Wave 2, R02' in the email subject line.

Post to:

24-040693-01
Conversations about support services – Wave 2, R02
Compliance Department
Ipsos (market research) Limited
3 Thomas More Square,
London
E1W 1YW

Contact Trussell

Email: Dataprotection@trussell.org.uk with 'Trussell research – Wave 2, R02' in the subject line.

Post to:

Conversations about support services – Wave 2, R02
Trussell network
Data Protection team,
Unit 9 Ashfield Road Trading Estate,
Ashfield Road,
Salisbury,
Wiltshire
SP2 7HL

Study with people supported by food banks in the Trussell Trust network and your personal data (R03 Part 1)

- This Privacy Notice explains who we are, the personal data we collect, how we use it, who we share it with, and what your legal rights are.
- Ipsos United Kingdom (UK) has been commissioned by the Trussell Trust to speak to people supported by food banks in their network in the past two years.
- If you change your mind about taking part in the research or having your data processed after the interview, please contact us on freephone +44 800 014 9453 or email FoodBankSurvey@ipsos.com within the **two weeks** following your conversation with the researcher. You may still withdraw your consent for us to use your data after this two-week period, but after this point your data will have been processed and will have contributed to the project.
- Ipsos will not share any personal identifiable information (like your name or address) with the Trussell Trust. Ipsos will not tell anyone that you have spoken to us, or share anything that identifies you, unless you tell the Ipsos UK researcher something that suggests you or someone else is at risk of serious harm. In this case, we may need to disclose your personal information to someone but would let you know first. We may be required to disclose your personal information to the police, and/or any emotional support providers.
- If you are taking part in a conversation over Zoom, you can find this platform's [terms and conditions](#) or their [privacy statement](#) by clicking on these links.

About Ipsos UK

- Ipsos (market research) Limited is a specialist research agency, commonly known as "Ipsos UK." Ipsos UK is part of the Ipsos worldwide group of companies, and a member of the Market Research Society. As such, we abide by the Market Research Society Code of Conduct and associated regulations and guidelines.

About the Trussell Trust

- The Trussell Trust support a nationwide network of food banks. Food banks in the Trussell Trust network provide emergency food and other support to people across the country facing financial hardship. Together they campaign for policy change to end the need for food banks in the UK.
- The Trussell Trust's privacy policy can be found here: <https://www.trusselltrust.org/privacy/>

What is Ipsos UK's & the Trussell Trust's legal basis for processing your personal data?

- Ipsos UK & the Trussell Trust (the “Client”) require a legal basis to process your personal data. Ipsos UK’s & the client’s legal basis for processing is your consent to take part in a research discussion. We are processing your personal data to recontact you for this study and take part in an interview about how peoples’ circumstances may have changed since taking part in the survey (in 2022) and the impact that these changes may have had on peoples’ ability to afford the essentials. We will also use your personal data in our analysis of the findings and to send you a thank you payment. If you wish to withdraw your consent at any time, please see the section below covering ‘Your Rights.’
- As part of the conversation, we may ask you about your health. Sharing this sensitive information is completely voluntary. We will ask for your explicit consent to record and process any sensitive information you may share about your health.
- As part of the conversation, you may wish to share sensitive data such as about your ethnicity, sexual identity or sexual preferences. We will not be asking you about these unless you voluntarily share that information when explaining your experiences of being supported by a food bank and your experiences since taking part in the survey in 2022. Should you entirely voluntarily share that information with Ipsos UK you will, in doing so, be providing Ipsos UK with your explicit consent to process this special category data for research purposes. This data will be shared anonymously with the Trussell Trust to help them understand why people need support from food banks and what changes can improve their financial situations.

How will Ipsos UK use any personal data including survey responses you provide?

- Firstly, taking part is entirely voluntary and any answers are given with your consent.
- Your personal data (such as your name and contact details) will not be shared with anyone outside Ipsos UK and the organisations we work with in conducting this research unless you expressly give consent.
- Your personal information will never be shared with any other external organisations such as DWP, social services or other government departments, and will not impact any future interactions with them.
- With your permission the conversation will be digitally audio recorded. Recorded materials will be used for research purposes only. We will share recordings of the interview with an approved supplier who creates transcripts (written versions of the audio recording). More details about this approved supplier are provided in the next section.
- We will share anonymised transcripts of your conversation with the Trussell Trust. This means that we will share a written version of the discussion with details that could identify you or someone in your household removed or changed.

- Anything you share with Ipsos during the research will be presented anonymously in our reports. This means that any details which could identify you will be removed or changed before we share any reports with The Trussell Trust. We may share some of the things you have said in the interview, but these will not contain any information that can be connected back to you or your household. These reports may be published for example, on The Trussell Trust website or the Ipsos UK website.

Who will we share your data with?

- Ipsos UK will be using approved suppliers to assist us in running the study and we may need to process your personal data through these supplier organisations for that purpose. These supplier organisations will form part of the Ipsos UK research team for this study and include:
 - Take Note Limited – who will provide transcripts of the discussions.
 - Rackspace UK Limited – in order to host the personal data collected.
 - THG Fluently may provide translation services.

How will Ipsos UK ensure your personal information is secure?

- Ipsos UK takes its information security responsibilities seriously and applies various precautions to ensure your information is protected from loss, theft or misuse. Security precautions include appropriate physical security of offices and controlled and limited access to computer systems.
- Ipsos UK has regular internal and external audits of its information security controls and working practices and is accredited to the International Standard for Information Security, ISO 27001.
- How long will Ipsos UK retain your personal data and identifiable responses?
 - Ipsos UK will only retain your personal data in a way that can identify you for as long as is necessary to support the write-up of the research findings. In practice, this means that once we have reported what we learned from our discussions to the Trussell Trust, we will securely remove your personal, identifying data (used for scheduling of the interviews) from our systems no later than June 2025.
 - If you participate via MS Teams, your email address, when collected for the purpose of inviting you to take part in a Microsoft Teams call and for the Ipsos UK researcher to share their screen, will be deleted within 14 days of taking part in the interview. Your email address will be deleted from Outlook and permanently removed from Microsoft servers within 31 days. Whilst we will ask your consent to turn on the camera during the call, you are under no obligation to do so; we will not be capturing the video part of the call and is purely for the purpose of the Ipsos UK researcher and the research participant to be able to see each other whilst on the call.

- Audio recordings of research discussions may be retained securely until March 2026, after which they will be securely removed from our system.

Your rights:

- You have the right to access your personal data within the limited period that Ipsos UK holds it.
- Providing responses during this conversation is entirely voluntary and is done with your consent. You have the right to withdraw your consent to take part in the research at any time. This includes during the conversation by telling the person you are speaking with that you would like to stop, and after the conversation with the researcher.
- If you change your mind about taking part in the research or having your data processed after the interview, please contact us on freephone **+44 800 014 9453** or email **FoodBankSurvey@ipsos.com** within the **two weeks** following your conversation with the researcher. You may still withdraw your consent for us to use your data after this two-week period, but after this point your data will have been processed and will have contributed to the project.
- You also have the right to rectify any incorrect or out-of-date personal data about you which we may hold (please contact us at FoodBankSurvey@ipsos.com or +44 800 014 9453)
- If you have any complaints, we would appreciate it if you give us the opportunity to resolve any issue first, by contacting us as set out below.
- If Ipsos cannot resolve your complaint to your satisfaction within a reasonable timescale, you have the right to contact the Market Research Society (MRS). The MRS is the market research regulatory body. You can find details about how to contact the MRS <https://www.mrs.org.uk/> or telephone 02074904911.
- You are also entitled to contact the UK's Information Commissioner's Office (ICO), if you have concerns about how we have processed your personal data. You can find details about how to contact the Information Commissioner's Office at <https://ico.org.uk/global/contact-us/> or by sending an email to: casework@ico.org.uk

Where will your personal data be held & processed?

The data collected as part of this study will be stored and processed on servers located in the United Kingdom. We can provide further information on the security of servers on request.

If you participate via MS Teams, in order to be able to invite you to take part in the Microsoft Teams camera call and screen presenting, your email address will be processed on Microsoft servers located in the European Economic Area (EEA). Your survey responses will NOT be processed or stored on Microsoft servers.

How can you contact Ipsos UK & the Trussell Trust about your survey, interview and/or personal data?

Contact Ipsos UK

Email FoodBankSurvey@ipsos.com with '24-040693-01 Trussell Trust research – Wave 2' in the email subject line.

Post to:

24-040693-01
Conversations with people referred to a food bank– Wave 2
Compliance Department
Ipsos (market research) Limited
3 Thomas More Square,
London
E1W 1YW

Contact the Trussell Trust

Email DataProtectionTeam@trusselltrust.org with 'Trussell Trust research – Wave 2' in the subject line.

Post to:

Conversations with people referred to a food bank – Wave 2
Trust network
Data Protection team,
Unit 9 Ashfield Road Trading Estate,
Ashfield Road,
Salisbury,
Wiltshire
SP2 7HL

Study with people supported by food banks in the Trussell network and your personal data (R03 Part 2)

- This Privacy Notice explains who we are, the personal data we collect, how we use it, who we share it with, and what your legal rights are.
- Ipsos United Kingdom (UK) has been commissioned by the Trussell Trust to speak to people supported by food banks in their network in the past two years.
- If you change your mind about taking part in the research or having your data processed after the interview, please contact us on freephone +44 800 014 9453 or email FoodBankSurvey@ipsos.com within the **two weeks** following your conversation with the researcher. You may still withdraw your consent for us to use your data after this two-week period, but after this point your data will have been processed and will have contributed to the project.
- Ipsos will not share any personal identifiable information (like your name or address) with the Trussell Trust. Ipsos will not tell anyone that you have spoken to us, or share anything that identifies you, unless you tell the Ipsos UK researcher something that suggests you or someone else is at risk of serious harm. In this case, we may need to disclose your personal information to someone but would let you know first. We may be required to disclose your personal information to the police, and/or any emotional support providers.
- If you are taking part in a conversation over Zoom, you can find this platform's [terms and conditions](#) or their [privacy statement](#) by clicking on these links.

About Ipsos UK

- Ipsos (market research) Limited is a specialist research agency, commonly known as "Ipsos UK". Ipsos UK is part of the Ipsos worldwide group of companies, and a member of the Market Research Society. As such, we abide by the Market Research Society Code of Conduct and associated regulations and guidelines.

About the Trussell Trust

- The Trussell Trust support a nationwide network of food banks. Food banks in the Trussell Trust network provide emergency food and other support to people across the country facing financial hardship. Together they campaign for policy change to end the need for food banks in the UK.
- The Trussell Trust's privacy policy can be found here: <https://www.trusselltrust.org/privacy/>

What is Ipsos UK's & the Trussell Trust's legal basis for processing your personal data?

- Ipsos UK & the Trussell Trust (the “Client”) require a legal basis to process your personal data. Ipsos UK’s & the client’s legal basis for processing is your **consent** to take part in a research discussion. We are processing your personal data to recontact you for this study and take part in an interview about how peoples’ circumstances may have changed since taking part in the survey (in 2022) and the impact that these changes may have had on peoples’ ability to afford the essentials. We will also use your personal data in our analysis of the findings and to send you a thank you payment. If you wish to withdraw your consent at any time, please see the section below covering ‘Your Rights’.
- As part of the conversation, we may ask you about your health. Sharing this sensitive information is completely voluntary. We will ask for your explicit consent to record and process any sensitive information you may share about your health.
- As part of the conversation, you may wish to share sensitive data such as about your ethnicity, sexual identity or sexual preferences. We will not be asking you about these unless you voluntarily share that information when explaining your experiences of being supported by a food bank and your experiences since taking part in the survey in 2022. Should you entirely voluntarily share that information with Ipsos UK you will, in doing so, be providing Ipsos UK with your explicit consent to process this special category data for research purposes. This data will be shared anonymously with the Trussell Trust to help them understand why people need support from food banks and what changes can improve their financial situations.

How will Ipsos UK use any personal data including survey responses you provide?

- Firstly, taking part is entirely voluntary and any answers are given with your consent.
- Your personal data (such as your name and contact details) will not be shared with anyone outside Ipsos UK and the organisations we work with in conducting this research unless you expressly give consent.
- Your personal information will never be shared with any other external organisations such as DWP, social services or other government departments, and will not impact any future interactions with them.
- With your permission the conversation will be digitally audio recorded. Recorded materials will be used for research purposes only. We will share recordings of the interview with an approved supplier who creates transcripts (written versions of the audio recording). More details about this approved supplier are provided in the next section.
- We will share anonymised transcripts of your conversation with the Trussell Trust. This means that we will share a written version of the discussion with details that could identify you or someone in your household removed or changed.

- Anything you share with Ipsos during the research will be presented anonymously in our reports. This means that any details which could identify you will be removed or changed before we share any reports with The Trussell Trust. We may share some of the things you have said in the interview, but these will not contain any information that can be connected back to you or your household. These reports may be published for example, on The Trussell Trust website or the Ipsos UK website.

Who will we share your data with?

- Ipsos UK will be using approved suppliers to assist us in running the study and we may need to process your personal data through these supplier organisations for that purpose. These supplier organisations will form part of the Ipsos UK research team for this study and include:
 - Take Note Limited – who will provide transcripts of the discussions.
 - Rackspace UK Limited – in order to host the personal data collected.
 - THG Fluently may provide translation services.

How will Ipsos UK ensure your personal information is secure?

- Ipsos UK takes its information security responsibilities seriously and applies various precautions to ensure your information is protected from loss, theft or misuse. Security precautions include appropriate physical security of offices and controlled and limited access to computer systems.
- Ipsos UK has regular internal and external audits of its information security controls and working practices and is accredited to the International Standard for Information Security, ISO 27001.
- How long will Ipsos UK retain your personal data and identifiable responses?
 - Ipsos UK will only retain your personal data in a way that can identify you for as long as is necessary to support the write-up of the research findings. In practice, this means that once we have reported what we learned from our discussions to the Trussell Trust, we will securely remove your personal, identifying data (used for scheduling of the interviews) from our systems no later than June 2025.
 - If you participate via MS Teams, your email address, when collected for the purpose of inviting you to take part in a Microsoft Teams call and for the Ipsos UK researcher to share their screen, will be deleted within 14 days of taking part in the interview. Your email address will be deleted from Outlook and permanently removed from Microsoft servers within 31 days. Whilst we will ask your consent to turn on the camera during the call, you are under no obligation to do so; we will not be capturing the video part of the call and is purely for the purpose of the Ipsos UK researcher and the research participant to be able to see each other whilst on the call.

- Audio recordings of research discussions may be retained securely until March 2026, after which they will be securely removed from our system.

Your rights:

- You have the right to access your personal data within the limited period that Ipsos UK holds it.
- Providing responses during this conversation is entirely voluntary and is done with your consent. You have the right to withdraw your consent to take part in the research at any time. This includes during the conversation by telling the person you are speaking with that you would like to stop, and after the conversation with the researcher.
- If you change your mind about taking part in the research or having your data processed after the interview, please contact us on freephone **+44 800 014 9453** or email **FoodBankSurvey@ipsos.com** within the **two weeks** following your conversation with the researcher. You may still withdraw your consent for us to use your data after this two-week period, but after this point your data will have been processed and will have contributed to the project.
- You also have the right to rectify any incorrect or out-of-date personal data about you which we may hold (please contact us at FoodBankSurvey@ipsos.com or +44 800 014 9453)
- If you have any complaints, we would appreciate it if you give us the opportunity to resolve any issue first, by contacting us as set out below.
- If Ipsos cannot resolve your complaint to your satisfaction within a reasonable timescale, you have the right to contact the Market Research Society (MRS). The MRS is the market research regulatory body. You can find details about how to contact the MRS <https://www.mrs.org.uk/> or telephone 02074904911.
- You are also entitled to contact the UK's Information Commissioner's Office (ICO), if you have concerns about how we have processed your personal data. You can find details about how to contact the Information Commissioner's Office at <https://ico.org.uk/global/contact-us/> or by sending an email to: casework@ico.org.uk

Where will your personal data be held & processed?

The data collected as part of this study will be stored and processed on servers located in the United Kingdom. We can provide further information on the security of servers on request.

If you participate via MS Teams, in order to be able to invite you to take part in the Microsoft Teams camera call and screen presenting, your email address will be processed on Microsoft servers located in the European Economic Area (EEA). Your survey responses will NOT be processed or stored on Microsoft servers.

How can you contact Ipsos UK & the Trussell Trust about your survey, interview and/or personal data?

Contact Ipsos UK

Email FoodBankSurvey@ipsos.com with '24-040693-01 Trussell Trust research – Wave 2' in the email subject line.

Post to:

24-040693-01
Conversations with people referred to a food bank– Wave 2
Compliance Department
Ipsos (market research) Limited
3 Thomas More Square,
London
E1W 1YW

Contact the Trussell Trust

Email DataProtectionTeam@trusselltrust.org with 'Trussell Trust research – Wave 2' in the subject line.

Post to:

Conversations with people referred to a food bank – Wave 2 research
Trust network
Data Protection team,
Unit 9 Ashfield Road Trading Estate,
Ashfield Road,
Salisbury,
Wiltshire
SP2 7HL

11.12 Qualitative topics guides

Hunger in the UK - Wave 2:

Discussion Guide for Research Objective 1

Background to the research

The Trussell Trust is a charity that works across the UK, they support a nationwide network of food banks, and together with this network provide emergency food and support for people facing hardship, and campaign for change. Ipsos has been commissioned by the Trussell Trust to carry out a broad research programme to support its mission of ending the need for food banks.

The overall programme of research is designed to provide the evidence needed to understand how to end the need for food banks. This includes what experiences may contribute to someone needing support from a food bank; how these may differ across the UK; and what can help people to better afford the essentials. This is the second wave of the research programme.

These conversations aim to understand the long-term experience of the need for food banks, including what can support people out of experiencing financial hardship and reduce the likelihood of needing to turn to a food bank for support. Within the qualitative research programme, there are three research objectives. **This discussion guide is designed to meet the needs of objective 1, which is to understand why people who are facing hardship or food insecurity are not accessing food support.** This includes exploring awareness and knowledge of food support, barriers to accessing it, reasons for not accessing it, perceptions of accessing food support and the trade-offs people are making in order not to use food support.

These conversations will be carried out with people who took part in a general population survey (online) through Ipsos' Knowledge Panel and may also include participants from free-find recruitment. These people have given consent to be recontacted in relation to participating in further research.

Useful definitions/ information

Child Tax Credit and Working Tax Credit - Are legacy benefits that DWP is phasing out. It is no longer possible for anyone to make a new claim for a tax credit. Existing tax credit claimants can continue to renew their tax credits and/or add extra elements to their claims. Child Tax Credit is an element of Working Tax Credit. In a couples' claim, each person needs to be working at least 16 hours to qualify.

2 Child Limit - A restriction on the Universal Credit child element and Child Tax Credit where support is limited to the first two children in a family. Introduced for third children born on or after 6th April 2017; some exemptions apply.

Section 17 – Local Authorities in England have the legal responsibility to take care of all the children that live in their area. Under section 17 Local Authorities can provide accommodation, financial support and other support (such as food vouchers) to families with a “child in need” as long as it is not reasonable to expect the parents to leave the UK. Section 17 support is not a public fund and thus receiving this support is not in breach of “no recourse to public funds” condition.

Benefit advance – A generic term for a discretionary loan from the DWP intended to tie benefit claimants over while they are waiting for their first benefit payment or to get early access to a higher benefit entitlement due to a change of circumstances. Benefit advances need to be repaid through benefit deductions. There are three types of benefit advances:

- 1** An advance payment – to cover the period that you are waiting for your first payment – commonly used to cover the five-week wait for Universal Credit. You can apply for an advance payment of your Universal Credit if you are in financial hardship while you wait for your first payment, for example, if you can’t afford to pay your rent or buy food.
- 2** A budgeting advance – for when people are already claiming social security. You can apply for a budgeting advance to help with emergency household costs, getting a job or staying in work, or for funeral costs.
- 3** A change of circumstances advance – when you are entitled to a larger Universal Credit payment, but you haven’t received that increased amount.

Benefit Cap – A limit on the total amount of benefits received for people below state pension age. This applies to most (but not all) major benefits including Universal Credit, Employment Support Allowance, Jobseeker’s Allowance, and many more. The current cap outside of London for a single adult is £283.71 per week.

Benefit Deduction – Where the DWP automatically deducts money from someone’s benefit payments for debts owed to the Government and third parties (e.g. utility companies, landlords). Government debt can arise from benefit overpayments, budgeting loans, council tax arrears, Universal credit advances etc.

Budgeting Loan – A budgeting loan is available for people in receipt of certain benefits. It can be used to pay for some everyday essentials like clothes and rent, or specific costs i.e., costs of moving house, funeral costs. Budgeting Loans need to be repaid via benefit deductions.

Cost of Living Payment – Most people entitled to means tested benefits will have received their £300 Cost of Living Payments and £150 Disability Cost of Living Payment for 2023 and 2024. DWP have not planned more cost-of-living payments for 2024. The last payment participants would have received should have been on 22nd February 2024. If the participant thinks they have missed a payment, they can follow this link for more information: <https://secure.dwp.gov.uk/report-a-missing-cost-of-living-payment/welcome>.

Discretionary Housing Payment (DHP) – A short-term payment distributed by local councils to help individuals who are struggling to pay their rent or a deposit for a new tenancy. Someone is only eligible if they receive the housing costs element of Universal Credit or Housing Benefit.

Participant wellbeing / signposting / disclosure

During recruitment, all interviewees will receive a copy of the Information Sheet containing a list of support resources to which they can turn to for help. The end of the discussion guide contains a prompt to remind participants of the signposting to sources of support and to identify specific support organisations on this list if participants have raised a particular area of concern. Please make sure to offer to resend this information by post if needed.

Using this guide

The topic guide uses the following conventions: bold for key questions that should be covered when appropriate, bulleted prompts for follow-up questions, and italics for moderator instructions.

Pre-interview preparation steps

N.B. Please check the participants' responses from the screening process in the recruitment tracker prior to the interview.

Definition of food support

By food support we are referring to help with food through a food bank, social supermarket or kitchen.

Important sample criteria to note are:

- These participants have reported experiencing destitution or food insecurity and will not have accessed food support.
- Note: There may be participants who do not realise they have accessed food support due to unfamiliarity with the term or other reasons. This is explored later.

Please use the term 'conversations' instead of 'interviews'.

Topic guide

Section 1 – Introduction	5 mins
<ol style="list-style-type: none"> 1 Thank the participant for taking part. 2 Remind them of who Ipsos are and the purpose of the research study: We are an independent research organisation and have been commissioned by the Trussell Trust to speak to people who may be facing financial challenges in their lives but have not recently used food support. 3 If there is a Trussell Trust observer present: Before we begin, I wanted to let you know that there is a person from the Trussell Trust also on 	

the call. They are here to listen to your story to help inform their work and to understand what to focus on. You had given consent for someone from this organisation to listen to our conversation when you were first invited to take part in the research, is that still OK with you? You're free to change your mind at any point during the conversation.

a. If yes: *continue with discussion.*

b. If no: *check if they are happy to continue without the Trussell Trust observer. If so, ask that person to leave the call. Then continue the conversation if they are happy to do so.*

- 4 The discussion today:** In this conversation, we would like to find out about your life experiences and what you think about food banks and other forms of food support such as food pantries.

We would like to understand about any trade-offs or decisions you are having to make to access food for yourself and your household, and what affect this might be having on you. We will also be discussing some sensitive topics such as your financial situation and your health if you feel comfortable to do so. This will help the Trussell Trust better understand what they should focus their work on to work towards a future without the need for food banks. There are no right or wrong answers - we are just interested in understanding your views.

Please only share what you feel comfortable speaking about. We understand some of these topics we will discuss can be quite sensitive, so I'd just like to check that now is still a good time - and that you are able to speak freely (*if the participant seems unsure, offer to reschedule and/or signpost to someone who can take a follow-up conversation*).

- 5 Explain voluntary participation:** If you would prefer not to answer a question, that is fine, please let me know and we can move on or come back to the question later if you'd prefer. If you would like to stop our conversation at any time for any reason, then please let me know. You do not need to explain the reason. If you have a question at any point, please feel free to interrupt me and we can talk about it together.
- 6 I would also like to remind you that** taking part will not affect your relationship with food banks or any food support provider, the Trussell Trust, DWP, social services or any other organisations that you are receiving support or benefits from, now or in the future. We will not ask you about any amounts related to your finances.
- 7 Length of the discussion: The conversation will last 45 minutes.**
- 8 I just wanted to let you know that I appreciate 45 minutes can feel like a long time to sit down and chat, so if you need to have a comfort break, get the door or attend to anything, please let me know and we can have a break.**
- 9** Any questions before we begin?

GDPR consent (once the recorder is on)

Interviewer: explain that in line with data protection we'd like to record their consent to take part in the interview and to confirm that they have received the project materials.

Please can I check that you are happy with the following – I have six points to cover with you and can repeat these if needed (capture Y/N response):

- 1** You have received and understood the information sheet about the research and have had a chance to ask questions about the research.
- 2** You have received a copy of the privacy policy and understand that any data concerning you will be stored and accessed in accordance with current laws, such as the General Data Protection Regulations (GDPR).
- 3** You understand that Ipsos' legal basis for processing your data is your consent to take part in this research. Your participation in this research is voluntary. You can withdraw your consent for your data to be used at any point before, during or after the discussion. If you change your mind after the interview, please contact us within two weeks following your conversation with the researcher. You may still withdraw your consent to take part after this 2-week period, but after that point your data will have been processed and will have contributed to the project.
- 4** You understand that this conversation is completely confidential, and the findings will be reported anonymously. The only time we would disclose any information that identifies you would be if you were to tell me something that suggests you or someone else is at risk of serious harm. In this case, we may need to tell someone but would discuss with you first.
- 5** If you feel comfortable, we would like to make an audio recording of our conversation. This will help us with the accuracy of our notes when writing them up. This information will be saved on a secure server which only the researchers for this project will be able to access.
 - *If consent is given, please turn on the recorder for the conversation.*
 - *If the participant refuses, please capture their consent to take part in the research, then turn off the recorder and take notes instead.*
- 6** As part of our conversation, you may wish to share sensitive information about your health. Sharing this information is completely voluntary and would be recorded as part of this conversation. Please can I check that you are happy with this.

Interviewer to ensure a yes / no answer to this explicit consent on record.

Section 2 - Warm up	5 mins
<p>Thank you for taking part in this conversation today. How are things in your life at the moment?</p> <p>Probes:</p> <ul style="list-style-type: none"> • What does a typical day or week look like for you? • Who, if anyone, do you spend time with during a typical week/day? • What do you enjoy doing in your free time? • Thinking about things you'd like to be able to do, are there any that are difficult right now because of money? • Can you tell me a bit about your household and if you live with anyone? <p><i>*If appropriate you may like to start the conversation with a light topic e.g. pets, children, interests. This section can also include their living arrangements, the support they are still waiting to receive, or any routine activities they do.</i></p>	<p>Interviewer notes</p> <p><i>This section of the guide intends to put the participant at ease and build rapport between the moderator and the participant. Please take note of areas relevant for the participant to discuss in more depth later.</i></p>
Section 3 - Understanding current living and economic circumstances	5 mins
<p>We are interested to hear a little bit about your life at the moment. Can you tell me (more – if mentioned above) about what your living situation is?</p> <ul style="list-style-type: none"> • <i>If not mentioned above:</i> Who are you living with? • How would you describe your relationship with those living in your household/accommodation? With your family more widely? <p>Can you tell me about the people in your life who can support you?</p> <ul style="list-style-type: none"> • Do you feel you have any support around you, if you needed it? What makes you say this? <ul style="list-style-type: none"> ○ <i>Probe friends, family, community/religious/voluntary support.</i> • Could you tell me about the types of support you get from the people in your life? • To what extent do you feel comfortable asking for this support? Has this changed over time? <ul style="list-style-type: none"> ○ <i>Probe for specific networks/groups of people and the type of support they feel comfortable using and depending on and why.</i> • (If applicable), why have some sources of support feel/have proven to be unreliable for you? <p>In terms of your financial situation, how would you describe this at the moment?</p> <ul style="list-style-type: none"> • How has this affected you and others living in your household, if at all? • Has anything made your situation better or worse? How did this affect your finances? <ul style="list-style-type: none"> ○ <i>Probe: impact of finances on ability to afford essentials</i> • Do you think this situation is likely to stay the same? What makes you say this? 	<p><i>Please make a note of current circumstances so you can probe further on these in the following section. <u>Please probe sensitively and only as appropriate.</u></i></p>

<ul style="list-style-type: none"> ○ Probe if any support has been received or accessed to change this, and to what extent this was helpful or not. 	
Section 4 - Trade-offs on how to manage to afford essentials and other support they get	5-10 mins
<p>We would also like to hear more about how people currently facing financial hardship manage to cover the essentials.</p> <p>By essentials we mean things like paying your housing costs, food, appropriate clothes for the weather, heating, or lighting or other important things like internet or the cost of journeys for essential appointments.</p> <p>Have you ever had to make decisions which mean you go without something you have needed in order to afford other essentials?</p> <ul style="list-style-type: none"> • Wait for a spontaneous response before probing examples. <ul style="list-style-type: none"> ○ For example: eating less or skipping meals, prioritising feeding children, going without utilities or other essentials such as clothing or WIFI, reduction in socialising/seeing family due to travel expenses, going without food for self or family to afford other essentials. • How often have you had to do this in the last 3 months? • How does this affect you (and your household)? <p>Have you ever made changes to the way you buy your food shop or other essentials to save money?</p> <ul style="list-style-type: none"> • How do you feel about buying reduced-price food at the supermarket? Is this something you do regularly? • Have you ever used apps, such as Too Good To Go, to save money on food? • How do you feel these changes are impacting your diet? <p>Have you ever received cash from your local council to help you afford essentials?</p> <ul style="list-style-type: none"> • How did you feel about this? <p>Part of understanding how people manage to cover essentials is learning what they know about “the support people can get with food”. Could you explain as best you can what you think “food support” is?</p> <p><i>Remind participant there is no right or wrong answer and that we are just interested in understanding the level of awareness of support with food among people not accessing these services.</i></p> <p>What is available locally where you live? Probe for specific names of organisations that provide food support.</p> <ul style="list-style-type: none"> • How did you hear about this? • Do you know anyone accessing this type of support? Does this change how you think about food support? In what way? • Have you ever used these services? 	<p><i>Identifying the mitigating factors/trade-offs that stop participants from needing food support.</i></p>

<ul style="list-style-type: none"> ○ <i>If yes: what changed that meant you didn't use these services recently?</i> ○ <i>If no: would you consider accessing support from a food bank or other food support provider to help in future?</i> <p>We spoke a little earlier about the help from family and community networks you have in your life.</p> <p>An example of this type of help might be as follows: <i>My mum is very good and when I take her food shopping, she normally gives me some money towards my food shop and myself and my son have meals with her regularly too which helps a lot.</i></p> <p>How does this type of help affect whether you might need to access food support or not?</p> <ul style="list-style-type: none"> • How comfortable do/did you feel getting support this way? • Can you give examples of when this support helped/helps you not to access food banks? • Do you think your family and community will be able to support you in this way long term? • <i>(ask to all but particularly NI)</i> Are there any challenges due to your community around you that prevent you from accessing a food bank? In what way? <p>Is there anything else that helps you (and your household) to get by without food support or that helps you to afford/have the essentials you need?</p> <p>For example, links with other support services like job centres, Citizens Advice, mental health charities, debt advisors.</p>	
Section 5 - Establishing awareness and use of food banks and food support	2 mins
<p>We'd like to understand more about people's experiences of food support.</p> <p>To what extent are you aware of food banks or other ways people can get support with food if they are experiencing hardship in your local area?</p> <p><i>IF AWARE MOVE TO SECTION 6</i> <i>IF UNAWARE MOVE TO SECTION 7 & 8</i></p>	<p><i>Please use this section to understand whether the participant knows what food support is. This might be from previous experiences or through the experiences of others they know.</i></p>
Section 6 - Those aware of food support and the barriers that prevent them from needing it	15 mins
<p>In this next part of our conversation, we would like to explore anything that might mean you don't feel you could or should get support with food.</p>	<p><i>Please use this section to</i></p>

Are there any particular reasons we have not discussed already that mean you have not needed food support?

- *Sensitively probe for details, including their financial circumstances.*
- *Be aware of the barriers listed below (but do not prompt/probe too early – let them describe in their own words).*

Now we want to discuss your experiences of food support more generally.

FINANCIAL BARRIERS

Would you say your financial situation makes it difficult for you to access a food bank or food support when you've needed to? E.g., ability to afford travelling to a food bank.

- *If yes: Can you explain why?*
 - *How do you see this changing in the future, if at all?*
 - *To your knowledge, is there support available to help with this situation? In what way would this help you access food support?*

STIGMA

When you think about food support, what words, feelings or perceptions come to mind when you think about using them?

- *Sensitively probe for stigma or feelings of embarrassment about accessing these services, lack of awareness/knowledge about them. Other practical and soft barriers will be explored later. Establish what drives feelings or perceptions e.g., what other people think, media, feeling of being unable to provide for family.*
- *Have any of these feelings prevented you from using food support?*
 - *If yes: why is this?*

SUITABILITY OF FOOD SUPPORT SERVICES

Some people have reported that services which provide support around food (i.e. food banks or food pantries) are not for them or that they felt they do not need them. How do you relate to this feeling, if at all?

- *If relevant: Can you recall anything specific that made you feel this way?*
- *Is there anything that would change this perspective?*
 - *Probe on church-based food banks and how this set-up and delivery of food support could be a barrier e.g., in a close-knit community this means the people in their area will know they are accessing a food bank.*
 - *How comfortable would you feel going to a church-based food bank for support?*

Others also reported that they felt they may not be accepted and supported by food bank or support services for various reasons, and so do not access them because of this. How does this relate to how you feel about accessing these services, if at all?

probe as relevant based on what you have learnt from previous sections. We are interested in understanding the practical and logistical barriers here.

- Can you tell me a little bit more or give me an example of this? *Probe on factors relating to religion, sexuality, language barriers, disability.*

REFERRALS

I'm now going to ask a few questions about food banks specifically. Food banks provide emergency food parcels, usually to cover a short period of time. You might be aware of food banks run by the Trussell Trust or other organisations.

If you needed to use a food bank to support you and your household, how comfortable do you feel that you would know how to go about it?

- Can you tell me a little bit about it works in your own words?
Probe for knowledge about referrals and the extent to which participant understand how it works.

Have you seen any information anywhere about food support?

- *If yes:* where did you see this information? Did you use this information in any way?

Is there any information that would be helpful, if you needed to use a food bank?

- Where would you like to hear/see this? From who?
- Are there any specific points that you would like more clarity/information on?
 - *Gauge level of confidence in getting a referral, finding and navigating this information.*

For moderators: people will usually need to get a referral to a food bank before they can use it. You can get a referral for yourself and any family members you live with – including your partner. You might be able to use some food banks without a referral e.g. if it's run by a church. You can ask Citizens Advice, or another service or organisation such as your GP, housing association or social worker to refer you to a food bank.

How do you feel about someone needing to have a referral to access a food bank?

- Do you have any concerns? Why is this?
- Do you see any challenges in getting a referral when it's needed? *Why? Probe practical or logistical barriers to accessing a referral.*
- Are you aware of the eligibility criteria for getting a referral?
 - *If yes:* have you experienced any challenges in finding / accessing information about referrals? What impact has this had?
 - *If no:* how would this information affect whether you looked for a referral, if at all?
- Is there anything else preventing you from accessing a food bank? *Probe for referrals and any other reasons.*
 - Why is this?
 - Is there anything that could be done to improve this?

- *Wales: Probe issues related to accessibility to referrals through the Welsh language.*

BARRIERS DUE TO HEALTH /CARING RESPONSIBILITIES

For these next questions, we will be specifically talking about food support more broadly again.

Do you or anyone in your household have a health condition? This could be a physical or mental condition, including a disability.

- *If yes: Does this make any difference to whether you would be able to access food support when you needed to?*
- *Are you aware of any support available to help someone in your situation to get food support when it's needed? What is this and how did you hear about it?*

If relevant: Do you have caring responsibilities for this person or others in your household?

- *Can you briefly tell me what this involves?*
 - *Does this make any difference to whether you would be able to access food support when you needed to, or not?*
 - *Are you aware of any support available to help someone in your situation to get food support when it's needed? What is this and how did you hear about it?*
- How do you see this changing in the future, if at all?*

Thank you very much for talking to me about your experiences so far. For this next section of our conversation, I would like us to think about the experiences of different people. We have made these up for this research, but I am keen to get your views on these and what you think might be useful for the people in the stories. I will read out the story and ask you some follow-up questions about it.

Does that sound okay to you? Just to remind you, we do not need to talk about anything you would prefer not to, and if you prefer not to discuss the story that is absolutely fine – please just let me know.

Vignette about someone who feels they are not in enough need

Jason/Jenny is a single parent, working full-time as a teaching assistant. They always had to budget carefully to cover rent, bills, and childcare for their two young children. Money is especially tight towards the end of the month, sometimes making it a struggle to put food on the table.

Jason/Jenny often skip meals or goes without to ensure their children have enough to eat. They often rely on the kindness of friends and family who invite them and their children for meals or share leftovers, unaware of the extent of their struggles. While they have heard of people struggling to feed their families, they never looked into getting support with food, believing they are for people in much worse situation than them.

<ul style="list-style-type: none"> Initial thoughts? In your view, does this person need food support? What makes you think this? What types of decisions do you think this person has to make in order to afford or have the essentials? What do you think would have to change about this person's circumstances for them to feel like a food support is for them, or that they had sufficient need? Why is this? <p>Is there anything that would help you to feel more comfortable using food support, if you felt this type of support would be useful?</p>	
<p>Section 7 - Those unaware of food support and whether they would consider using it in future</p>	<p>5 mins</p>
<p>Interviewer to use the following definition to briefly summarise what food support is:</p> <p>Read out this summary: People can get support with food if they are facing hardship in a few ways. This can include food banks in communities or other settings like schools providing emergency food parcels. Local areas also sometimes have services like food pantries or social supermarkets, which provide groceries at a lower cost than standard shops. It also includes hot or cold meals from places like soup kitchens. The services provided may vary from area to area as they react to the needs of their community in supporting local people.</p> <p>For interviewer reference if further detail is needed:</p> <ul style="list-style-type: none"> Food banks: Emergency food parcels via food banks. A referral is needed to use the food bank (e.g. through a GP or an organisation such as Citizens Advice). Food pantries: Some people buy food at a low cost for themselves and their households from places other than mainstream food shops or supermarkets, especially when they are finding it difficult to make ends meet. For instance, they might go to a food pantry or social supermarket where you can obtain a range of food items for a single low-cost payment or low-cost monthly membership. Soup kitchens: Obtaining meals for yourself or your household from an organisation providing free hot or cold prepared meals to people facing financial hardship. These are sometimes referred to as soup kitchens. This does not include meals provided through school voucher schemes during the school holidays. <p>Have you ever considered seeking out this type of support with food? Why/why not?</p> <ul style="list-style-type: none"> Now you're aware this type of support is available in many places; would you be open to using this in future? Why/why not? Probe for details. 	<p>Inform the participant of the types of food support available and explore whether this would be something they would consider using.</p>
<p>Section 8 - Those unaware of food support and the barriers that have prevented them from needing it</p>	<p>15 mins</p>

In this next part of our conversation, we would like to explore anything that might mean you don't feel you could or should get support with food.

Are there any particular reasons we have not discussed that mean you have not needed food support?

- *Sensitively probe for details, including their financial circumstances.*
- *Be aware of the barriers listed below (but do not prompt/probe too early – let them describe in their own words).*

IF RELEVANT: Is there anything about your financial situation that means that you have not searched for help from food support or food banks?

- Do you have savings or resources that you can rely on to help cover the cost of food?
- Have you received financial help from family, friends or other sources in your community to buy food?
- Have you made any changes to your budget or spending which has helped you free up money for food and essentials?

Now we want to discuss what you think about food support more generally.

FINANCIAL SUPPORT

Would you say your financial situation makes it difficult for you to access a food bank or food support if you needed to? E.g., ability to afford travelling to a food bank.

- *If yes: Can you explain why?*
 - *How do you see this changing in the future, if at all?*
 - *To your knowledge, is there support available to help with this situation? In what way would this help you access food support?*

STIGMA

When you think about food support, what words, feelings or perceptions come to mind when you think about using them?

- *Sensitively probe for stigma or feelings of embarrassment about accessing these services, lack of awareness/knowledge about them. Other practical and soft barriers will be explored later. Establish what drives feelings or perceptions e.g., what other people think, media, feeling of being unable to provide for family.*
- Have any of these feelings prevented you from using food support?
 - *If yes: why is this?*

SUITABILITY OF FOOD SUPPORT SERVICES

Some people have reported that food support services are not for them or that they felt they do not need them. How do you relate to this feeling, if at all?

Others also reported that they felt they may not be accepted and supported by food bank or support services for various reasons, and so

Please use this section to probe as relevant based on what you have learnt from previous sections. We are interested in understanding the practical and logistical barriers here

do not access them because of this. How does this relate to how you feel about accessing these services, if at all?

- Can you tell me a little bit more or give me an example of this? *Probe on factors relating to religion, sexuality, language barriers, disability.*

INFORMATION AVAILABLE

What kind of information would be useful to know if deciding to use food support?

- Where would you ideally want to receive information regarding food support?

BARRIERS DUE TO HEALTH /CARING RESPONSIBILITIES

Do you or anyone in your household have a health condition? This could be a physical or mental condition, including a disability.

- *If yes:* Does this make any difference to whether you would be able to access food support when you needed to?
- Are you aware of any support available to help someone in your situation to get food support when it's needed? What is this and how did you hear about it?

***If relevant:* Do you have caring responsibilities for this person or others in your household?**

- Can you briefly tell me what this involves?
 - Does this make any difference to whether you would be able to access food support when you needed to, or not?
 - Are you aware of any support available to help someone in your situation to get food support when it's needed? What is this and how did you hear about it?
- How do you see this changing in the future, if at all?

Thank you very much for talking to me about your experiences so far. For this next section of our conversation, I would like us to think about the experiences of different people. We have made these up for this research, but I am keen to get your views on these and what you think might be useful for the people in the stories. I will read out the story and ask you some follow-up questions about it.

Does that sound okay to you? Just to remind you, we do not need to talk about anything you would prefer not to, and if you prefer not to discuss the story that is absolutely fine – please just let me know.

Vignette about someone who feels they are not in need enough

Jason/Jenny is a single parent, working full-time as a teaching assistant. They always had to budget carefully to cover rent, bills, and childcare for their two young children. Money is especially tight towards the end of the month, sometimes making it a struggle to put food on the table.

Jason/Jenny often skips meals or goes without to ensure their children have enough to eat. They often rely on the kindness of friends and family who invite them and their children for meals or share leftovers, unaware of the extent of their struggles. While they have heard of people

<p>struggling to feed their families, he's never looked into food support services, believing they are for people in much worse situation than them.</p> <ul style="list-style-type: none"> • Initial thoughts? • In your view, does this person need support from a food support service? Why makes you think this? • What types of decisions do you think this person has to make in order to afford or have the essentials? • What do you think would have to change about this person's circumstances for them to feel like food support is for them, or that they had sufficient need? Why is this? <p>Is there anything that would help you to feel more comfortable using food support, if you felt this type of support would be useful?</p>	
Section 9 - Wind down and next steps	5 mins
<p><i>Interviewer: spend some time talking about something of interest to you and the participant – their children / place they live. You can refer to things that the participant said they enjoyed doing in their spare time at the beginning of the conversation. Try to end the conversation on a high note. You can also wind down with the following questions:</i></p> <ul style="list-style-type: none"> • What do you think about the weather today? • What do you have planned after this conversation? • Do you have any plans that you are looking forward to in the next few weeks? <p>Do you have any questions for me?</p> <p>Invitation to be put in touch with the Trussell Trust:</p> <p>Would you be interested in speaking to the Trussell Trust some more about your experiences? This could include working with them to share your story in a way that feels safe and confidential, or advocating for change. If you would like to you can email story@trusselltrust.org and/or participation@trusselltrust.org and ask to be added to the supporter participation list (after which they will be sent a monthly bulletin that contains all the opportunities to participate).</p> <p><i>For moderators: the Stories team stand alongside and support people who would like to share their experiences of struggling to afford the essentials to help build a future where everyone has enough money to live on. The Stories team work with people to tell their stories on social media, emails, and in media work as part of the organisation's wider work to push for changes to the things driving people to need food banks. Hearing from someone about the reality they have faced can help encourage more people to get involved in pushing for long-term change. People can share their experiences anonymously, and the Trussell Trust will never share your details with anyone without your permission. The Participation Team connects people with lived</i></p>	

experience to opportunities to work with and alongside the Trussell Trust and beyond. Sharing stories is just one way of doing this. You can also be a member of the Transforming Together Team. That might mean training to be a Policy Advocate or joining workshops to shape the work of the Trussell Trust. Reasonable expenses are covered, and participation usually involves a thank you voucher in gratitude for sharing your lived experience wisdom and knowledge.

Thank participant and remind them of confidentiality: As a reminder, everything you have spoken to me about today will remain anonymous and confidential and no one outside of the research team will know you have taken part. Explain that they can get in touch if they have any further comments or questions about the research. Remind them of the £50 thank you voucher from Ipsos and the Trussell Trust, as an appreciation for their time and contribution to the research.

Confirm where they would like the thank you voucher to be sent to. If details are different from what is on record, please write down and communicate to the recruitment team. Please note that it can take up to 8 days. If they want the thank you payment sent by post, there may be postal delays outside of our control.

SIGNPOSTING: Remind participants that there is a list of organisations with contact details that might be useful to look at in case the discussion has raised any queries for them. If participants have raised areas of concern, please note organisation details that may be of specific use to them. Please also offer to resend/ post this information if they do not still have it to hand.

Hunger in the UK - Wave 2:

Discussion Guide for Research Objective 2

Background to the research

Trussell is a charity that works across the UK. They support a nationwide network of food banks, and together with this network provide emergency food and support for people facing hardship, and campaign for change. Ipsos has been commissioned by Trussell to carry out a broad research programme to support its mission of ending the need for food banks.

The overall programme of research is designed to provide the evidence needed to understand how to end the need for food banks. This includes what experiences may contribute to someone needing support from a food bank; how these may differ across the UK; and what can help people to better afford the essentials. This is the second wave of the research programme.

These conversations aim to understand the long-term experience of the need for food banks, including what can support people out of experiencing financial hardship and reduce the likelihood of needing to turn to a food bank for support. Within the qualitative research programme, there are three research objectives. **This discussion guide is designed to meet the needs of objective 2, which is to understand why people referred to Trussell Trust food banks may not have received advice from other services prior to their referral.** This includes exploring their food bank referral experience, what types of support they received and the barriers to accessing these, and how their experience can be improved.

These conversations will be carried out with people who took part in the food bank survey (wave 2) from 2024.

Useful definitions/ information

Child Tax Credit and Working Tax Credit - Are legacy benefits that DWP is phasing out. It is no longer possible for anyone to make a new claim for a tax credit. Existing tax credit claimants can continue to renew their tax credits and/or add extra elements to their claims. Child Tax Credit is an element of Working Tax Credit. In a couples' claim, each person needs to be working at least 16 hours to qualify.

2 Child Limit - A restriction on the Universal Credit child element and Child Tax Credit where support is limited to the first two children in a family. Introduced for third children born on or after 6th April 2017; some exemptions apply.

Section 17 - Local Authorities in England have the legal responsibility to take care of all the children that live in their area. Under section 17 Local Authorities can provide accommodation, financial support and other support (such as food vouchers) to families with a "child in need" as long as it is not reasonable to expect the parents to leave the UK. Section 17 support is not a public fund and thus receiving this support is not in breach of "no recourse to public funds" condition.

Benefit advance – A generic term for a discretionary loan from the DWP intended to tie benefit claimants over while they are waiting for their first benefit payment or to get early access to a higher benefit entitlement due to a change of circumstances. Benefit advances need to be repaid through benefit deductions. There are three types of benefit advances:

- 1** An advance payment – to cover the period that you are waiting for your first payment – commonly used to cover the five-week wait for Universal Credit. You can apply for an advance payment of your Universal Credit if you are in financial hardship while you wait for your first payment, for example, if you can't afford to pay your rent or buy food.
- 2** A budgeting advance – for when people are already claiming social security. You can apply for a budgeting advance to help with emergency household costs, getting a job or staying in work, or for funeral costs.
- 3** A change of circumstances advance – when you are entitled to a larger Universal Credit payment, but you haven't received that increased amount.

Benefit Cap – A limit on the total amount of benefits received for people below state pension age. This applies to most (but not all) major benefits including Universal Credit, Employment Support Allowance, Jobseeker's Allowance, and many more. The current cap outside of London for a single adult is £283.71 per week.

Benefit Deduction – Where the DWP automatically deducts money from someone's benefit payments for debts owed to the Government and third parties (e.g. utility companies, landlords). Government debt can arise from benefit overpayments, budgeting loans, council tax arrears, Universal credit advances etc.

Budgeting Loan – A budgeting loan is available for people in receipt of certain benefits. It can be used to pay for some everyday essentials like clothes and rent, or specific costs i.e., costs of moving house, funeral costs. Budgeting Loans need to be repaid via benefit deductions.

Cost of Living Payment – Most people entitled to means tested benefits will have received their £300 Cost of Living Payments and £150 Disability Cost of Living Payment for 2023 and 2024. DWP have not planned more cost-of-living payments for 2024. The last payment participants would have received should have been on 22nd February 2024. If the participant thinks they have missed a payment, they can follow this link for more information: <https://secure.dwp.gov.uk/report-a-missing-cost-of-living-payment/welcome>.

Discretionary Housing Payment (DHP) – A short-term payment distributed by local councils to help individuals who are struggling to pay their rent or a deposit for a new tenancy. Someone is only eligible if they receive the housing costs element of Universal Credit or Housing Benefit.

Participant wellbeing / signposting / disclosure

During recruitment, all interviewees will receive a copy of the Information Sheet containing a list of support resources to which they can turn to for help. The end of the discussion guide contains a prompt to remind participants of the signposting to sources of support and to identify specific support organisations on this list if participants have raised a particular area of concern. Please make sure to offer to resend this information by post if needed.

Using this guide

The topic guide uses the following conventions: bold for key questions that should be covered when appropriate, bulleted prompts for follow-up questions, and italics for moderator instructions.

Pre-interview preparation steps

N.B. Please check the participants' responses from the screening process in the recruitment tracker prior to the interview.

Definition of food support

By food support we are referring to help with food through a food bank, social supermarket, food pantry or kitchen.

Important sample criteria to note are:

These participants have reported experiencing destitution and not accessed support from other services prior to using a Trussell Trust food bank.

Please use the term 'conversations' instead of 'interviews'.

Topic guide

Section 1 - Introduction	5 mins
<ul style="list-style-type: none"> ▪ Thank the participant for taking part. ▪ Remind them of who Ipsos are and the purpose of the research study: We are an independent research organisation and have been commissioned by the Trussell Trust to speak to people who may be facing financial challenges in their lives but have not recently used food support. ▪ <i>If there is a Trussell Trust observer present:</i> Before we begin, I wanted to let you know that there is a person from Trussell also on the call. They are here to listen to your story to help inform their work and to understand what to focus on. You had given consent for someone from this organisation to listen to our conversation when you were first invited 	

to take part in the research, is that still OK with you? You're free to change your mind at any point during the conversation.

a. If yes: *continue with discussion.*

b. If no: *check if they are happy to continue without the Trussell Trust observer. If so, ask that person to leave the call. Then continue the conversation if they are happy to do so.*

- **The discussion today:** In this conversation, we would like to find out about your life experiences and circumstances that may have led you to using a food bank, and what affect this might be having on you. In particular, we are interested in the types of support you may or may not have accessed before you received a referral to a Trussell Trust food bank.

We will also be discussing some sensitive topics such as your financial situation and your health if you feel comfortable to do so. This will help Trussell better understand what they should focus their work on to work towards a future without the need for food banks. There are no right or wrong answers – we are just interested in understanding your views.

Please only share what you feel comfortable speaking about. We understand some of these topics we will discuss can be quite sensitive, so I'd just like to check that now is still a good time – and that you are able to speak freely (*if the participant seems unsure, offer to reschedule and/or signpost to someone who can take a follow-up conversation*).

- **Explain voluntary participation:** If you would prefer not to answer a question, that is fine, please let me know and we can move on or come back to the question later if you'd prefer. If you would like to stop our conversation at any time for any reason, then please let me know. You do not need to explain the reason. If you have a question at any point, please feel free to interrupt me and we can talk about it together.

- **I would also like to remind you that** taking part will not affect your relationship with food banks or any food support provider, the Trussell Trust, DWP, social services or any other organisations that you are receiving support or benefits from, now or in the future. We will not ask you about any amounts related to your finances.

- **Length of the discussion: The conversation will last 1 hour.**

- **I just wanted to let you know that I appreciate 1 hour can feel like a long time to sit down and chat, so if you need to have a comfort break, get the door or attend to anything, please let me know and we can have a break.**

- Any questions before we begin?

GDPR consent (once the recorder is on)

Interviewer: explain that in line with data protection we'd like to record their consent to take part in the interview and to confirm that they have received the project materials.

Please can I check that you are happy with the following – I have six points to cover with you and can repeat these if needed (capture Y/N response):

- You have received and understood the information sheet about the research and have had a chance to ask questions about the research.
- You have received a copy of the privacy policy and understand that any data concerning you will be stored and accessed in accordance with current laws, such as the General Data Protection Regulations (GDPR).
- You understand that Ipsos' legal basis for processing your data is your consent to take part in this research. Your participation in this research is voluntary. You can withdraw your consent for your data to be used at any point before, during or after the discussion. If you change your mind after the interview, please contact us within two weeks following your conversation with the researcher. You may still withdraw your consent to take part after this 2-week period, but after that point your data will have been processed and will have contributed to the project.
- You understand that this conversation is completely confidential, and the findings will be reported anonymously. The only time we would disclose any information that identifies you would be if you were to tell me something that suggests you or someone else is at risk of serious harm. In this case, we may need to tell someone but would discuss with you first.
- If you feel comfortable, we would like to make an audio recording of our conversation. This will help us with the accuracy of our notes when

<p>writing them up. This information will be saved on a secure server which only the researchers for this project will be able to access.</p> <ul style="list-style-type: none"> - <i>If consent is given, please turn on the recorder for the conversation.</i> - <i>If the participant refuses, please capture their consent to take part in the research, then turn off the recorder and take notes instead.</i> <ul style="list-style-type: none"> ▪ As part of our conversation, you may wish to share sensitive information about your health. Sharing this information is completely voluntary and would be recorded as part of this conversation. Please can I check that you are happy with this. <p><i>Interviewer to ensure a yes / no answer to this explicit consent on record.</i></p>	
---	--

Section 2 – Warm up	5 mins
<p>Thank you for taking part in this conversation today. How are things in your life at the moment?</p> <p>Probes:</p> <ul style="list-style-type: none"> • What does a typical day or week look like for you? • Who, if anyone, do you spend time with during a typical week/day? • What do you enjoy doing in your free time? • Thinking about things you'd like to be able to do, are there any that are difficult right now because of money? • Can you tell me a bit about your household and if you live with anyone? <p><i>*If appropriate you may like to start the conversation with a light topic e.g. pets, children, interests. This section can also include their living arrangements, the support they are still waiting to receive, or any routine activities they do.</i></p>	<p>Interviewer notes</p> <p><i>This section of the guide intends to put the participant at ease and build rapport between the moderator and the participant. Please take note of areas relevant for the participant to discuss in more depth later.</i></p>
Section 3 – Journey to using a food bank	5 mins
<p>We are interested to hear a little bit about your life leading up to using a food bank earlier this year.</p> <p>If it's OK with you, could you walk me through what led up to you needing support from a food bank?</p> <ul style="list-style-type: none"> • How long had your financial situation been challenging for you before needing the food bank? • Were there any key events that happened in the lead up to needing the food bank? • Did you experience any changes to your finances? 	<p><i>Please use this section to understand the journey to the food bank, and what their experience was like. <u>Please take note of main points in their journey</u></i></p>

<ul style="list-style-type: none"> • Were there any significant life events, like changes in your relationships, health, work or caring commitments? • Were you in contact with any services like a GP, local authority, advice agency or citizens advice bureau during that time? <ul style="list-style-type: none"> ○ If so, did they discuss any other support options that might have been available? <p>Could you walk me through how you were referred to the food bank? Who did you contact, and what were those steps like?</p> <ul style="list-style-type: none"> • Did the referring agency refer you to any other types of support apart from the food bank at this point? • Did you encounter any challenges or obstacles during the referral process? • Was there anything about the referral process that you found particularly helpful or challenging? <p>How would you describe your overall experience of using a food bank?</p> <ul style="list-style-type: none"> • <i>Probe on feelings around feeling welcomed and respected at the food bank.</i> <p>Did you receive any additional information or support from the food bank staff or volunteers?</p>	<p><u>where barriers or enablers might have existed.</u></p>
<p>Section 4 – Understanding the types of support received before and after a food bank referral</p>	<p>10 mins</p>
<p>We would like to hear more about the support you have in your life. This can be informal (so like help from family, friends, religious and community support groups or online forums), or formal (such as housing advice, benefits advice, debt advice, health & wellbeing support).</p> <p>We will start with informal support (interviewers - remind them if needed), who do you turn to for help outside formal services? This could be family, friends, religious communities, or any groups you are part of.</p> <ul style="list-style-type: none"> • Have you received any help from these sources during the time leading up to needing the food bank? <ul style="list-style-type: none"> ○ If yes: what kind of support did those people/communities provide? ○ How did that support help you during that time? • Have you received any help from these sources after being referred to a food bank? <ul style="list-style-type: none"> ○ If yes: what kind of support did those people/communities provide? ○ How did that support help you during that time? 	<p><i>Please use this section to explore the informal and formal support networks the participant has.</i></p>

<p>Now thinking about formal support (interviewers - remind them if needed), what kind of formal support have you received from organisations recently?</p> <ul style="list-style-type: none"> • Were you receiving any of these types of support in the months leading up to needing the food bank? <ul style="list-style-type: none"> ◦ <i>If they have been facing financial hardship longer than a few months:</i> prompt them to reflect further back in time. • If you were receiving support, did you find it helpful? <ul style="list-style-type: none"> ◦ <i>If yes:</i> in what way was it helpful? ◦ <i>If no:</i> why was it not helpful? • If you were not receiving support, were you aware of what was available? <ul style="list-style-type: none"> ◦ Was there a particular reason you decided not to access this support? • Have you received any of these types of support after being receiving help from a food bank? <ul style="list-style-type: none"> ◦ <i>If yes:</i> what type of support, and in what way was it helpful/unhelpful? 	
Section 5 – types of support services available	20 mins
<p><i>Interviewers: Please prioritise the support services that seem most relevant to the participant as well as those which are highlighted as priority areas. For example, if they mention ill health, then please refer to the medical care section, then work through the other support services as a sense check.</i></p> <p>Thanks for talking that through. We are now going to go through different types of support services that you may or may not know about.</p> <p><i>Interviewer: please use the same set of questions below for each of the support services.</i></p> <p><i>[Read out support service definition]</i></p> <p>CHECK UNDERSTANDING: Do you have any questions about this type of support?</p> <p>Were you aware this type of support existed?</p> <ul style="list-style-type: none"> • Is this type of support relevant to the experiences and needs of you/your household? • Have you used this type of support in the past? <ul style="list-style-type: none"> ◦ <i>If yes:</i> in what way did you find it helpful or unhelpful? • Would you know how to access this type of support in your local area? <p>Do you think you would have found this type of support helpful before you received help from the food bank, or not?</p> <ul style="list-style-type: none"> • Why/why not? <p>Do you think you would have found this type of support helpful after you received help from the food bank, or not?</p>	<p><i>Please use this section to understand whether the participant is aware of each type of support, and whether they have used them.</i></p>

- Why/why not?

Does anything put you off accessing this type of support service?

- What might make it hard for you to access this kind of support?
- Have you ever had a negative experience with this type of support service in the past??
- Are there any financial barriers that made it hard to access this support service? E.g. being unable to afford travel costs.
- Do your physical health, mental health, or any disabilities make it hard to access this support service?
- Do caring responsibilities for children, family members, or others make it difficult to find time or resources to access this support service?

***PRIORITY SERVICE TYPES TO DISCUSS with all participants**

*BENEFITS ADVICE

Benefits advice services help people understand and access the financial support they're entitled to from the government. This could include help with applications, appeals, understanding eligibility criteria, or dealing with benefit changes.

*DEBT ADVICE

Debt advice services provide guidance and support to individuals struggling with debt. They offer information on managing debt, negotiating with creditors, and exploring debt solutions like debt management plans or insolvency options.

*HOUSING ADVICE

Housing advice services offer guidance on a range of housing-related issues, such as finding affordable housing, dealing with eviction notices, understanding tenancy rights, and accessing housing benefits.

*MENTAL HEALTH SUPPORT

Mental health support encompasses a wide range of services, including GP appointments, counselling, therapy, support groups, and medication management, aimed at improving mental wellbeing. It can also include support provided for drug and alcohol dependency and gambling addiction.

*BUDGETING ADVICE

Budgeting advice focuses on helping individuals manage their money effectively. This includes creating a budget, tracking income and expenses, identifying areas for saving, and setting financial goals.

OTHER SERVICE TYPES- ASK ABOUT WHERE RELEVANT, e.g. where these topics have been raised earlier in the interview by the participant.

FAMILY OR PARENTING SUPPORT

<p>Family and parenting support services offer guidance and resources to parents and families on a range of issues, including child development, parenting skills, and family relationships.</p> <p><u>SUPPORT FOR LONELINESS OR ISOLATION</u></p> <p>Support for loneliness and isolation aims to connect individuals with social activities, groups, and resources to reduce feelings of loneliness and social isolation.</p> <p><u>IMMIGRATION OR CITIZENSHIP ADVICE</u></p> <p>Immigration and citizenship advice services provide guidance on legal matters related to immigration and citizenship, such as visa applications, residency permits, and citizenship tests.</p> <p><u>PHYSICAL HEALTH SUPPORT</u></p> <p>Physical health support includes healthcare services, such as GP appointments, hospital care, physiotherapy, support with physical exercise, and chronic disease management, aimed at maintaining and improving physical health.</p> <p><u>WOMEN'S CENTRES</u></p> <p>Women's Centres provide a safe and supportive environment specifically for women. They offer a wide range of services, which can include counselling, support groups, legal advice, employment resources, housing assistance, and more, all tailored to address the unique challenges women face.</p> <p>SUMMING UP ON BARRIERS:</p> <p>Were there any support services that you didn't feel were suitable for your needs or that you wouldn't feel accepted by?</p> <ul style="list-style-type: none"> • What made you feel that way? <ul style="list-style-type: none"> ○ Prompt for experiences of embarrassment/stigma/shame <p>Prompt on demographic and identity factors here that might have made them feel this way if the participant is comfortable to and have been brought up in the interview so far, e.g. ethnicity, sexuality, religion, disability</p>	
Section 6 – Key intervention points	5 mins
<p><i>Interviewers: this section is a summary, so please do not re-ask participants questions that may have been asked earlier in the conversation. This section should be used to reflect upon participants experiences after discussing support types and look to summarise their experiences.</i></p> <p>I now want you to think about your recent experience of accessing help from a food bank, and the other types of support that you may have benefited from at the time.</p>	

<p>Thinking back to the time leading up to needing the food bank, were there any points where you felt like things were becoming really difficult to manage?</p> <p>In the run up to needing the food bank, do you think any of the types of support we have spoken about might have been helpful?</p> <ul style="list-style-type: none"> • PROBE: Which ones? (Ask about any that they might have benefited from) • If so, how do you think that type of service could have helped in that particular situation? • Were there any reasons why you didn't access that type of service at that time? • What do you think would make it easier for you to get that support? <p>Now that we've talked about different types of support, are there any services that you think could be helpful to you right now?</p> <ul style="list-style-type: none"> • What do you think would make it easier for you to get that support? 	
Section 9 – Wind down and next steps	5 mins
<p><i>Interviewer: spend some time talking about something of interest to you and the participant – their children / place they live. You can refer to things that the participant said they enjoyed doing in their spare time at the beginning of the conversation. Try to end the conversation on a high note. You can also wind down with the following questions:</i></p> <ul style="list-style-type: none"> • What do you think about the weather today? • What do you have planned after this conversation? • Do you have any plans that you are looking forward to in the next few weeks? <p>Do you have any questions for me?</p> <p>Invitation to be put in touch with Trussell:</p> <p>Would you be interested in speaking to Trussell some more about your experiences? This could include working with them to share your story in a way that feels safe and confidential, or advocating for change. If you would like to you can email story@trusselltrust.org and/or participation@trusselltrust.org and ask to be added to the supporter participation list (after which they will be sent a monthly bulletin that contains all the opportunities to participate).</p> <p><i>For moderators: the Stories team stand alongside and support people who would like to share their experiences of struggling to afford the essentials to help build a future where everyone has enough money to live on. The Stories team work with people to tell their stories on social media, emails, and in media work as part of the organisation's wider work to push for changes to the things driving people to need food banks. Hearing from someone about</i></p>	

the reality they have faced can help encourage more people to get involved in pushing for long-term change. People can share their experiences anonymously, and the Trussell Trust will never share your details with anyone without your permission. The Participation Team connects people with lived experience to opportunities to work with and alongside the Trussell Trust and beyond. Sharing stories is just one way of doing this. You can also be a member of the Transforming Together Team. That might mean training to be a Policy Advocate or joining workshops to shape the work of the Trussell Trust. Reasonable expenses are covered, and participation usually involves a thank you voucher in gratitude for sharing your lived experience wisdom and knowledge.

Thank participant and remind them of confidentiality: As a reminder, everything you have spoken to me about today will remain anonymous and confidential and no one outside of the research team will know you have taken part. Explain that they can get in touch if they have any further comments or questions about the research. Remind them of the £50 thank you voucher from Ipsos and the Trussell Trust, as an appreciation for their time and contribution to the research.

Confirm where they would like the thank you voucher to be sent to. If details are different from what is on record, please write down and communicate to the recruitment team. Please note that it can take up to 8 days. If they want the thank you payment sent by post, there may be postal delays outside of our control.

SIGNPOSTING: Remind participants that there is a list of organisations with contact details that might be useful to look at in case the discussion has raised any queries for them. If participants have raised areas of concern, please note organisation details that may be of specific use to them. Please also offer to resend/ post this information if they do not still have it to hand.

Hunger in the UK - Wave 2:

Discussion Guide for Research Objective 3 – part 1

Background to the research

The Trussell Trust is a charity that works across the UK, they support a nationwide network of food banks, and together with this network provide emergency food and support for people facing hardship, and campaign for change. Ipsos has been commissioned by the Trussell Trust to carry out a broad research programme to support its mission of ending the need for food banks.

The overall programme of research is designed to provide the evidence needed to understand how to end the need for food banks. This includes what experiences may contribute to someone needing support from a food bank; how these may differ across the UK; and what can help people to better afford the essentials. This is the second wave of the research programme.

These conversations aim to understand the long-term experience of the need for food banks, including what can support people out of experiencing financial hardship and reduce the likelihood of needing to turn to a food bank for support. Within the qualitative research programme, there are three research objectives. This discussion guide is designed to meet the needs of objective 3, which is to understand how the experience of people referred to food banks changes over time, specifically:

- What factors or changes may reduce the likelihood of needing to use a food bank in the future?
- What factors may prevent or reduce the likelihood of someone moving out of destitution or deep poverty?

These conversations will be carried out with people who took part in a food bank survey (online or a hard copy through self-completion, sent via post) for this programme in 2022 and who had been referred to a food bank. They may have also participated in an interview between May-August that year. These people have given consent to be recontacted until end of August 2024 in relation to participating in the research again. In early 2025, we will conduct 25 more interviews with different participants to support this same objective.

Useful definitions/ information

Child Tax Credit and Working Tax Credit – Are legacy benefits that DWP is phasing out. It is no longer possible for anyone to make a new claim for a tax credit. Existing tax credit claimants can continue to renew their tax credits and/or add extra elements to their claims. Child Tax Credit is an element of Working Tax Credit. In a couples' claim, each person needs to be working at least 16 hours to qualify.

2 Child Limit – A restriction on the Universal Credit child element and Child Tax Credit where support is limited to the first two children in a family. Introduced for third children born on or after 6th April 2017; some exemptions apply.

Section 17 – Local Authorities in England have the legal responsibility to take care of all the children that live in their area. Under section 17 Local Authorities can provide accommodation, financial support and other support (such as food vouchers) to families with a “child in need” as long as it is not reasonable to expect the parents to leave the UK. Section 17 support is not a public fund and thus receiving this support is not in breach of “no recourse to public funds” condition.

Benefit advance – A generic term for a discretionary loan from the DWP intended to tie benefit claimants over while they are waiting for their first benefit payment or to get early access to a higher benefit entitlement due to a change of circumstances. Benefit advances need to be repaid through benefit deductions. There are three types of benefit advances:

- 1** An advance payment – to cover the period that you are waiting for your first payment – commonly used to cover the five-week wait for Universal Credit. You can apply for an advance payment of your Universal Credit if you are in financial hardship while you wait for your first payment, for example, if you can’t afford to pay your rent or buy food.
- 2** A budgeting advance – for when people are already claiming social security. You can apply for a budgeting advance to help with emergency household costs, getting a job or staying in work, or for funeral costs.
- 3** A change of circumstances advance – when you are entitled to a larger Universal Credit payment, but you haven’t received that increased amount.

Benefit Cap – A limit on the total amount of benefits received for people below state pension age. This applies to most (but not all) major benefits including Universal Credit, Employment Support Allowance, Jobseeker’s Allowance, and many more. The current cap outside of London for a single adult is £283.71 per week.

Benefit Deduction – Where the DWP automatically deducts money from someone’s benefit payments for debts owed to the Government and third parties (e.g. utility companies, landlords). Government debt can arise from benefit overpayments, budgeting loans, council tax arrears, Universal credit advances etc.

Budgeting Loan – A budgeting loan is available for people in receipt of certain benefits. It can be used to pay for some everyday essentials like clothes and rent, or specific costs i.e., costs of moving house, funeral costs. Budgeting Loans need to be repaid via benefit deductions.

Cost of Living Payment – Most people entitled to means tested benefits will have received their £300 Cost of Living Payments and £150 Disability Cost of Living Payment for 2023 and 2024. DWP have not planned more cost-of-living payments for 2024. The last payment participants would

have received should have been on 22nd February 2024. If the participant thinks they have missed a payment, they can follow this link for more information: <https://secure.dwp.gov.uk/report-a-missing-cost-of-living-payment/welcome>.

Discretionary Housing Payment (DHP) – A short-term payment distributed by local councils to help individuals who are struggling to pay their rent or a deposit for a new tenancy. Someone is only eligible if they receive the housing costs element of Universal Credit or Housing Benefit.

Participant wellbeing / signposting / disclosure

During recruitment, all interviewees will receive a copy of the Information Sheet containing a list of support resources to which they can turn to for help. The end of the discussion guide contains a prompt to remind participants of the signposting to sources of support and to identify specific support organisations on this list if participants have raised a particular area of concern. Please make sure to offer to resend this information by post if needed.

Using this guide

The topic guide uses the following conventions: **bold** for key questions that should be covered when appropriate, bulleted prompts for follow-up questions, and italics for moderator instructions.

Additional interviewer notes after fieldwork reflections

- Please note that not all topics will be covered with each participant.
- Participants will be asked to describe how their circumstances have changed, up to 2 years ago.
- When interviewers are speaking to participants, interviewers should ask about the more recent past and ask participants to clarify when certain changes in their lives happened, which can be within the 2-year timeframe. We have found asking participants to “summarise” the last 2 years can be daunting and difficult.
- The discussion will need to be tailored to the topics most relevant to their experiences in this timeframe.
- If needed, interviewers can use times when participants accessed food banks/aid as a way to anchor the conversation, and as a useful starting point to remember their financial situation at certain points in time.
- Please refrain from using the term “food aid” as we think this will be generally unfamiliar to participants. “Food support” is preferred.

Pre-interview preparation steps

Please check the participants' responses from the screening process in the recruitment tracker prior to the interview. Some may have taken part in an interview in 2022 which will be indicated in the recruitment tracker – please check notes from this fieldwork period so you are familiar with their circumstances at that time. Please allow time to prepare for the interview so you are familiar with the topics which may be relevant to cover.

Important sample criteria to note are:

- **Whether people are experiencing destitution or no longer in this situation as this will frame the conversation**
- How people's circumstances have changed for example: work, housing, relationship changes, disability.

Please use the term 'conversations' instead of 'interviews.'

Topic guide

Introduction	5 mins
<ul style="list-style-type: none"> ▪ Thank the participant for taking part. ▪ Remind them of who Ipsos are and the purpose of the research study: We are an independent research organisation and have been commissioned by the Trussell Trust to speak to people who have previously been supported by a food bank. The aim of this research is to understand how peoples' need for food banks changes overtime. This includes what might affect people's need for food bank support and what can make it easier to afford the essentials. ▪ The discussion today: In this conversation, we would like to find out in a bit more detail how your life has changed since you last took part in the research in 2022, and if some of these changes may mean you can afford essentials now. This will help the Trussell Trust better understand what they should focus their work on. There are no right or wrong answers – we are just interested in understanding your views and experiences. ▪ Some of the things we will talk about today are about, for example, housing, employment, your support networks, benefits or caring responsibilities, but really just what's important to you, and we can see what comes up. Please only share what you feel comfortable speaking about. We understand some of these topics we will discuss are quite 	

sensitive, so I'd just like to check that now is still a good time - and that you are able to speak freely (*if the participant seems unsure, offer to reschedule and/or signpost to someone who can take a follow-up conversation*).

- **Explain voluntary participation:** If you would prefer not to answer a question, that is fine, please let me know and we can move on or come back to the question later if you'd prefer. If you would like to stop our conversation at any time for any reason, then please let me know. You do not need to explain the reason. If you have a question at any point, please feel free to interrupt me and we can talk about it together.
- **I would also like to remind you that** taking part will not affect your relationship with the food bank, the Trussell Trust, DWP, social services or any other organisations that you are receiving support or benefits from, now or in the future. We will not ask you about any amounts related to your finances.
- **Length of the discussion: The conversation will last 45 minutes.**
- **I just wanted to let you know that I appreciate 45 minutes can be a long time to talk, so if you need to have a break for any reason please let me know and we can do that.**
- Any questions before we begin?

GDPR consent (once the recorder is on)

Interviewer: explain that in line with data protection we'd like to record their consent to take part in the interview and to confirm that they have received the project materials.

Please can I check that you are happy with the following - I have six points to cover with you and can repeat these if needed (capture Y/N response):

- You have received and understood the information sheet about the research and have had a chance to ask questions about the research.
- You have received a copy of the privacy policy and understand that any data concerning you will be stored and accessed in accordance with current laws, such as the General Data Protection Regulations (GDPR).
- You understand that Ipsos' legal basis for processing your data is your consent to take part in this research. Your participation in this research is voluntary. You can withdraw your consent for your data to be

used at any point before, during or after the discussion. If you change your mind after the interview, please contact us within two weeks following your conversation with the researcher. You may still withdraw your consent to take part after this 2-week period, but after that point your data will have been processed and will have contributed to the project.

- You understand that this conversation is completely confidential, and the findings will be reported anonymously. The only time we would disclose any information that identifies you would be if you were to tell me something that suggests you or someone else is at risk of serious harm. In this case, we may need to tell someone but would discuss with you first.
- If you feel comfortable, we would like to make an audio recording of our conversation. This will help us with the accuracy of our notes when writing them up. This information will be saved on a secure server which only the researchers for this project will be able to access.
 - *If consent is given, please turn on the recorder for the conversation.*
 - *If the participant refuses, please capture their consent to take part in the research, then turn off the recorder and take notes instead.*
- As part of our conversation about your experiences over the last while, you may wish to share sensitive information about your health. Sharing this information is completely voluntary and would be recorded as part of this conversation. Please can I check that you are happy with this.

Interviewer to ensure a yes / no answer to this explicit consent on record.

Warm up	5 mins
<p>Thank you for taking part in this conversation today. How are things in your life at the moment?</p> <p>Probes:</p> <ul style="list-style-type: none"> • What does a typical day or week look like for you? • Who, if anyone, do you spend time with during a typical week/day? • What do you enjoy doing in your free time? • And are there any things you would like to do that are difficult right now because of money? • Can you tell me a bit about your household and if you live with anyone? <p><i>*If appropriate you may like to start the conversation with a light topic e.g. pets, children, interests. This section can also include their living arrangements, the support they are still waiting to receive, or any routine activities they do. For example, "When we last spoke, you shared that you live with your partner, that you are still waiting for the asylum decision, and are sometimes travelling to the food bank to tie you over. Have there been any changes in your life since 2022?"</i></p>	<p>Moderator notes</p> <p><i>This section of the guide intends to put the participant at ease and build rapport between the moderator and the participant. Please take note of areas relevant for the participant to discuss in more depth later.</i></p>
Life experiences and events in the past (up to 2 years ago)	10 mins
<p>We are interested in how things in your life have changed in different ways since 2022. Can you tell me a little bit about any changes or events in your life that really stand out for you? They may have had an impact on the way you live.</p> <p><i>Moderator, please make a note of any changes so you can probe further on these in the following section. <u>Please probe sensitively and only as appropriate for those continuing to experience destitution and those who are no longer in this situation.</u></i></p> <ul style="list-style-type: none"> • Areas of change we are particularly interested in are: <ul style="list-style-type: none"> ○ Housing ○ Employment ○ Benefits ○ Bills and outgoings ○ Physical and mental health and disability ○ Caring commitments ○ Accessing support and advice from services (e.g. charities, citizens advice) ○ Social isolation and wider support network ○ Relationship changes • For example, reduction in debt giving more money to pay for essentials, development of disability or health condition reducing ability to work. <p>How have these changes affected you or your household's living and financial situation?</p>	<p><i>This section of the guide intends to explore the participants' life and experiences from the last two years, with a focus on whether their financial situation has changed. We are particularly interested in the cyclical nature of poverty i.e., how circumstances improved/worsened and the impact of this financially on them, including</i></p>

<p>Probe: reasons for periods of financial pressure (or others) and what were the drivers behind these.</p> <p>Thinking about the changes you've told me about, which of them, if any, have affected being able to afford essentials? For example, buying food, clothing, paying utility bills.</p> <ul style="list-style-type: none"> Has anything made your situation better or worse? How did this affect your finances? <ul style="list-style-type: none"> Probe: impact of finances on ability to afford essentials <i>If positive impact:</i> Do you think this is likely to stay the same? <i>If negative:</i> Are there any steps you are aware of that you could take to change this, if so- have you been able to do so? <ul style="list-style-type: none"> Probe: check if any advice has been sought on finances. Will discuss in more depth later. <i>(If nothing has changed for the participant)</i> If you feel comfortable, can you tell me why you think there has been no change in how you are able to afford essentials? What influenced this? <ul style="list-style-type: none"> Is there anything you can think of that you did or were advised to do that has meant you have been able to continue affording the essentials? <p>(Those still experiencing destitution) Were there any time periods where you felt you experienced financial security? For example, you felt more financially stable and could afford the essentials you needed.</p> <ul style="list-style-type: none"> How did this change happen? Do you know why? What caused you to feel less secure in your finances again? How did this come about? Is there anything that could help you feel more secure in your finances in the future? <p>(Those no longer experiencing destitution) You mentioned some positive changes in your circumstances. How do you feel about how this might change in the future?</p> <ul style="list-style-type: none"> Can you explain why? Is there anything that could be done to change this in your view? 	<p><i>periods where participants have had intermittent periods of financial security.</i></p>
<p>Understanding changes in circumstances in depth</p>	<p>20 mins</p>
<p>I would now like to discuss some of the areas we have just talked about in more detail.</p> <p><i>Remind participant: If they would prefer not to answer a question, they can skip it. Equally, if there is a query it can be discussed. It is up to them how much they would like to share. If they would like to take a break they can let you know.</i></p>	<p><i>This section focuses on exploring the key areas of interest in more depth in a</i></p>

modular approach.

While this conversation is participant-led and the focus of the conversation should be on their individual experiences, please be aware that the following four areas are a priority: Employment, Benefits, Bills & outgoings, and Formal Support.

Please conduct a light-touch check in on the other topics that are mentioned to understand if there have been any changes, what these were, and the impact on their finances and their life.

Where relevant, please also note the key themes from transcripts for those who took part in an interview in 2022 to probe on any changes.

Employment:

You mentioned [insert what participant said in previous section] about your work situation.

- Can you tell me a little more about this and how this happened? What prompted this change?
- How have changes in your work situation affected others in your household, if at all? Or the situation of others in your household affected you?

Probes:

- *If they or other members of the household started a new job/ changed job / changed terms within previous job:*
 - What does the job involve?
 - How does this employment affect your sense of security? For example, better or worse pay, consistent hours.
 - How does this affect your household finances? For example, changes to benefits?
- *If they or other members of the household stopped working:*
 - If you are comfortable, please can you tell me a little bit about what happened?
 - How has this affected your household finances and benefits?
- *If they or other members of the household are looking for work:*
 - What has been your experience of looking for work since 2022?
 - What contact, if any, have you had with the Job Centre?
 - Are you receiving any support in finding a job? What has this support been like? What support has been helpful?
 - Have you asked for any support in finding a job? Did something put you off asking for help?
- What are the challenges when it comes to finding work at the moment?

- Probe: finding suitable work, cost of travel, internet access, finding work that fits in with childcare responsibilities.
- How do you think being in work would affect your daily life?
 - Probe: impact on caring responsibilities, impact on benefits.

Benefits:

You mentioned [insert what participant said in previous section] about your experience with benefits.

- Can you tell me a little more about this and how this happened? What prompted this change?
 - Prompt: started receiving a benefit, cleared a deduction, no longer sanctioned, received confirmation of eligibility, or potentially benefit ceased, no longer able to receive it, etc.
- Have there been any changes in the type or amount of benefits you or your household are receiving since 2022? If so, what impact has this had?
 - Probe: impact on finances and accessibility of claiming.
 - Probe: Did you/they receive any advice/support in relation to benefits? Or seek any?

If they receive Universal Credit OR Job Seekers Allowance, Employment and Support Allowance, Income Support, Child Tax Credit, Working Tax Credit

Given the increase in the cost of living, some people have received a cost-of-living payment and/ or a disability cost of living payment. Have you or anyone in your household received either of these top-up payments in the past 2 years? If you can recall.

If they have queries about whether they have/are eligible for these payments please advise that they go to their Job Centre work coach. There is also an online link: <https://secure.dwp.gov.uk/report-a-missing-cost-of-living-payment/welcome>

Probes:

- How did you/they decide how to use the payment?
- What, if any, difference did the payment make?

Bills and outgoings

I'd like to talk a little more about the affordability of living and housing costs for you and your household. You mentioned [insert what participant said in previous section] about your bills/outgoings.

- Can you tell me a little more about this and how this happened? What prompted this change?
- How has this change affected your finances or ability to earn? Or that of your household?

Probes:

- Have there been any changes to any debts or arrears on bills, you or anyone in your household might have, since 2022? (To note: this might include loans from family, friends, payday lenders, buy now/pay later, credit cards, government debt – arrears may include rent, council tax, or energy bills).
 - *Interviewer: please explore any changes. If participants have cleared any debts or arrears, please explore how they were able to do so, and what impact this has had on their financial situation or their household's. If they have not cleared them/are clearing them – please explore what impact this has had on their financial situation and what support they need to reduce this.*

Housing**I'd now like to talk a bit more about accommodation specifically.**

- Have there been any changes to your housing situation since 2022?

If *housing situation* mentioned:

- Can you tell me a little more about [what they said about housing] and how this happened? What prompted any changes?
- What affect has your housing situation had on you and how you live?
- What challenges have you experienced with housing, if any?
 - Probe: finding a suitable type of accommodation, quality of housing/accommodation, stability of tenure, eviction
- Have you been receiving any financial support with your accommodation?
- Have you been receiving any advice about accommodation?
- How has this helped?
 - Probe: was this searched for or did someone/an organisation reach out to them

Physical and mental health**Next, if you are happy to talk about it, I would like to check how you have been doing lately in terms of health. This may include your physical health and mental well-being as well as health of others in the household. You mentioned [insert what participant said in previous section].**

- Can you tell me a little more about how you [or someone in your household] have been doing health-wise?
- How, if at all, has your health changed since 2022?
- How does your health or that of others you live with affect your day-to-day life? How do you manage this?
 - If relevant: to what extent does your health condition or others' in your household affect your finances?

- If relevant: How has your disability, or that of others in your household, impacted your ability to meet your basic needs, if at all?
- Have there been any costs related to your/their disability that have put extra pressure on your finances, or the finances of those you live with?

Caring commitments

We would like to understand your responsibilities around caring in a bit more detail. A caring responsibility may be short-term, for example, supporting someone through an accident, or long-term, which may include physical care (such as helping someone out of bed), personal care (helping someone wash), emotional support (checking on their well-being).

- Do you currently have any caring responsibilities?

If they do have caring commitments:

Could you tell us a bit more about your caring commitments and how they've changed since 2022, if at all? This includes any caring responsibilities others in your household might have.

- Who do you/they care for?
- In what sort of capacity did you/they care for this person (is this long term or short term)?
- How much time do you/they spend on caring responsibilities in a week?
- Are there any challenges that you/they face in balancing your/their caring responsibilities with other aspects of your/their life, such as work or education?

How have your or others in your household caring commitments impacted your ability to earn an income, if at all?

- Have you/they had to reduce your working hours or give up work altogether?
- Have you/they had to cut back on essential expenses?

Formal support:

We're also interested to know if you or anyone in your household have sought formal advice or help from an organisation since 2022. Have you accessed this in any form? For example, your local Citizen's Advice, charities such as Shelter or StepChange, or any local charities or organisations.

Probes:

If they or someone in their household accessed formal support:

- What type of support did you look for?
- What prompted you to seek this advice? How is this different to any advice accessed before, if at all?
- What happened as a result? Did you receive any support? E.g., improve your circumstances such as increasing your income, or your housing situation.

If they/their household haven't accessed support:

- Have you looked for advice / support from an organisation but haven't received any? What were the challenges in doing this, if any?
- Is there anything that is putting you off from following up with the individual / organisation? Why?
- To what extent did you feel you can manage without it, if at all?
- Is there any support you would like to access but don't feel comfortable doing so, or don't know how to?
 - What might help you to access these services?

Community support:

We know that the support that people receive is not always offered in a formal way, but can come from friends, family and your wider community. Has this type of support changed for you or your household since 2022?

Probes:

- Can you describe your relationship to your wider community (family, friends, others in your community now versus 2022)?
 - To what extent do you feel supported by your community? In what way?
- What helps you to feel comfortable accessing/asking for this type of support, if anything? Why?
- Is there anything that puts you off getting this type of support? Any challenges or difficulties?
- What affect does this type of support have on your life?
 - *If they don't/can't/don't feel comfortable accessing this type of support:* how does this impact your feelings of loneliness and isolation, if at all?
 - Are you aware of any support available for accessing this?

Wind down and next steps

5 mins

Interviewer: spend some time talking about something of interest to you and the participant – their children / place they live. You can refer to things that the participant said they enjoyed doing in their spare time at the beginning of the conversation. Try to end the conversation on a high note. You can also wind down with the following questions:

- What do you think about the weather today?
- What do you have planned for the rest of the day?
- Do you have any plans that you are looking forward to in the next few weeks?

Do you have any questions for me?

Invitation to be put in touch with the Trussell Trust:

Would you be interested in speaking to the Trussell Trust some more about your experiences? This could include working with them to share your story in a way that feels safe and confidential, or advocating for change. If you would like to you can email story@trusselltrust.org

For moderators: the stories team stand alongside and support people who would like to share their experiences of struggling to afford the essentials to help build a future where everyone has enough money to live on. The stories team work with people to tell their stories on social media, emails, and in media work as part of the organisation's wider work to push for changes to the things driving people to need food banks. Hearing from someone about the reality they have faced can help encourage more people to get involved in pushing for long-term change. People can share their experiences anonymously, and the Trussell Trust will never share your details with anyone without your permission.

Thank participant and remind them of confidentiality: As a reminder, everything you have spoken to me about today will remain anonymous and confidential and no one outside of the research team will know you have taken part. Explain that they can get in touch if they have any further comments or questions about the research. Remind them of the £50 thank you voucher from Ipsos and the Trussell Trust, as an appreciation for their time and contribution to the research.

Confirm where they would like the thank you voucher to be sent to. If details are different from what is on record, please write down and communicate to the recruitment team. Please note that it can take up to 8 days. If they want the thank you payment sent by post, there may be postal delays outside of our control.

SIGNPOSTING: Remind participants that there is a list of organisations with contact details that might be useful to look at in case the discussion has raised any queries for them. If participants have raised areas of concern, please note organisation details that may be of specific use to them. Please also offer to resend/ post this information if they do not still have it to hand.

Hunger in the UK - Wave 2:

Discussion Guide for Research Objective 3 – part 2

Background to the research

Trussell (formerly The Trussell Trust) are a charity that works across the UK, they support a nationwide network of food banks, and together with this network provide emergency food and support for people facing hardship, and campaign for change. Ipsos has been commissioned by Trussell to carry out a broad research programme to support its mission of ending the need for food banks.

The overall programme of research is designed to provide the evidence needed to understand how to end the need for food banks. This includes what experiences may contribute to someone needing support from a food bank; how these may differ across the UK; and what can help people to better afford the essentials. This is the second wave of the research programme.

These conversations aim to understand the long-term experience of the need for food banks, including what can support people out of experiencing financial hardship and reduce the likelihood of needing to turn to a food bank for support. Within the qualitative research programme, there are three research objectives. This discussion guide is designed to meet the needs of objective 3 (part 2), which is to **understand how the experiences of people referred to food banks have changed over time**, specifically:

- **Have participants continued to need to use food support in the past 6 months?**
- What factors or changes may reduce the likelihood of someone experiencing destitution or deep poverty and no longer needing to use food support in the future?
- What factors may prevent or reduce the likelihood of someone moving out of destitution or deep poverty and continuing to need to use food support?

These conversations will take place with people who took part in the food bank survey Wave 2 (online or a hard copy through self-completion, sent via post) between May and June 2024 and who had been referred to a food bank.

Useful definitions/ information

Child Tax Credit and Working Tax Credit – Are legacy benefits that DWP is phasing out. It is no longer possible for anyone to make a new claim for a tax credit. Existing tax credit claimants can continue to renew their tax credits and/or add extra elements to their claims. Child Tax Credit is an element of Working Tax Credit. In a couples' claim, each person needs to be working at least 16 hours to qualify.

2 Child Limit – A restriction on the Universal Credit child element and Child Tax Credit where support is limited to the first two children in a family. Introduced for third children born on or after 6th April 2017; some exemptions apply.

Section 17 – Local Authorities in England have the legal responsibility to take care of all the children that live in their area. Under section 17 Local Authorities can provide accommodation, financial support and other support (such as food vouchers) to families with a “child in need” as long as it is not reasonable to expect the parents to leave the UK. Section 17 support is not a public fund and thus receiving this support is not in breach of “no recourse to public funds” condition.

Benefit advance – A generic term for a discretionary loan from the DWP intended to tie benefit claimants over while they are waiting for their first benefit payment or to get early access to a higher benefit entitlement due to a change of circumstances. Benefit advances need to be repaid through benefit deductions. There are three types of benefit advances:

- 1** An advance payment – to cover the period that you are waiting for your first payment – commonly used to cover the five-week wait for Universal Credit. You can apply for an advance payment of your Universal Credit if you are in financial hardship while you wait for your first payment, for example, if you can’t afford to pay your rent or buy food.
- 2** A budgeting advance – for when people are already claiming social security. You can apply for a budgeting advance to help with emergency household costs, getting a job or staying in work, or for funeral costs.
- 3** A change of circumstances advance – when you are entitled to a larger Universal Credit payment, but you haven’t received that increased amount.

Benefit Cap – A limit on the total amount of benefits received for people below state pension age. This applies to most (but not all) major benefits including Universal Credit, Employment Support Allowance, Jobseeker’s Allowance, and many more. The current cap outside of London for a single adult is £283.71 per week.

Benefit Deduction – Where the DWP automatically deducts money from someone’s benefit payments for debts owed to the Government and third parties (e.g. utility companies, landlords). Government debt can arise from benefit overpayments, budgeting loans, council tax arrears, Universal credit advances etc.

Budgeting Loan – A budgeting loan is available for people in receipt of certain benefits. It can be used to pay for some everyday essentials like clothes and rent, or specific costs i.e., costs of moving house, funeral costs. Budgeting Loans need to be repaid via benefit deductions.

Cost of Living Payment – Most people entitled to means tested benefits will have received their £300 Cost of Living Payments and £150 Disability Cost of Living Payment for 2023 and 2024. DWP have not planned more cost-of-living payments for 2024. The last payment participants would

have received should have been on 22nd February 2024. If the participant thinks they have missed a payment, they can follow this link for more information: <https://secure.dwp.gov.uk/report-a-missing-cost-of-living-payment/welcome>.

Discretionary Housing Payment (DHP) – A short-term payment distributed by local councils to help individuals who are struggling to pay their rent or a deposit for a new tenancy. Someone is only eligible if they receive the housing costs element of Universal Credit or Housing Benefit.

Participant wellbeing / signposting / disclosure

During recruitment, all interviewees will receive a copy of the Information Sheet containing a list of support resources to which they can turn to for help. The end of the discussion guide contains a prompt to remind participants of the signposting to sources of support and to identify specific support organisations on this list if participants have raised a particular area of concern. Please make sure to offer to resend this information by post if needed. We will also share a copy of the privacy notice with participants.

Using this guide

The topic guide uses the following conventions: **bold** for key questions that should be covered when appropriate, bulleted prompts for follow-up questions, and italics for moderator instructions.

Additional interviewer notes after fieldwork reflections

- Please note that not all topics will be covered with each participant.
- Please use the term ‘conversations’ instead of ‘interviews.’
- Participants will be asked to describe how their circumstances have changed since they took part in the Food Bank Survey in 2024.
- When interviewers are speaking to participants, **interviewers should ask about changes within the past 6 months.**
- The discussion will need to be tailored to the topics most relevant to their experiences in this timeframe.
- If needed, interviewers can use times when participants accessed food banks/aid (if they did with the past 6 months) as a way to anchor the conversation, and as a useful starting point to remember their financial situation at certain points in time.
- Please refrain from using the term “food aid” as we think this will be generally unfamiliar to participants. “Food support” is preferred.

Pre-interview preparation steps

Please check the participants' responses from the screening process in the recruitment tracker prior to the interview. Please allow time to prepare for the interview so you are familiar with the topics which may be relevant to cover.

Important sample criteria to note in the tracker are:

- **Whether people are experiencing destitution or no longer in this situation as this will frame the conversation**
- **Length of time experiencing destitution**

Definition of food support

By food support we are referring to help with food through a food bank, social supermarket or soup kitchen.

Topic guide

Introduction	5 mins
<ul style="list-style-type: none"> ▪ Thank the participant for taking part. ▪ Remind them of who Ipsos are and the purpose of the research study: We are an independent research organisation and have been commissioned by Trussell (formerly the Trussell Trust) to speak to people who have previously been supported by a food bank. The aim of this research is to understand how peoples' need for food banks changes overtime. This includes what might affect people's need for food bank support and what can make it easier to afford the essentials. ▪ The discussion today: In this conversation, we would like to find out in a bit more detail how your life has changed since you last took part in the research between May and June 2024, and if some of these changes may have affected your ability to afford the essentials now. This will help Trussell better understand what they should focus their work on. There are no right or wrong answers - we are just interested in understanding your views and experiences. ▪ Some of the things we will talk about today might include housing, employment, your support networks, benefits or caring responsibilities, and your health. We will talk about what's important to you, and we can see what comes up. Please only share what you feel comfortable speaking about. We understand some of these topics we will discuss are quite sensitive, so I'd just like to check that now is still a good time - and that you are able to speak freely (<i>if the participant seems unsure, offer to</i> 	

reschedule and/or signpost to someone who can take a follow-up conversation).

- **Explain voluntary participation:** If you would prefer not to answer a question, that is fine, please let me know and we can move on or come back to the question later if you'd prefer. If you would like to stop our conversation at any time for any reason, then please let me know. You do not need to explain the reason. If you have a question at any point, please feel free to interrupt me and we can talk about it together.
- **I would also like to remind you that** taking part will not affect your relationship with the food bank, the Trussell Trust, DWP, social services or any other organisations that you are receiving support or benefits from, now or in the future. We will not ask you about any amounts related to your finances.
- **Length of the discussion: The conversation will last 45 minutes.**
- **I just wanted to let you know that I appreciate 45 minutes can be a long time to talk, so if you need to have a break for any reason please let me know and we can do that.**
- Any questions before we begin?

GDPR consent (once the recorder is on)

Interviewer: explain that in line with data protection we'd like to record their consent to take part in the interview and to confirm that they have received the project materials.

Please can I check that you are happy with the following – I have six points to cover with you and can repeat these if needed (capture Y/N response):

- You have received and understood the information sheet about the research and have had a chance to ask questions about the research.
- You have received a copy of the privacy policy and understand that any data concerning you will be stored and accessed in accordance with current laws, such as the General Data Protection Regulations (GDPR).
- You understand that Ipsos' legal basis for processing your data is your consent to take part in this research. Your participation in this research is voluntary. You can withdraw your consent for your data to be used at any point before, during or after the discussion. If you change your mind after the interview, please contact us within two weeks

following your conversation with the researcher. You may still withdraw your consent to take part after this 2-week period, but after that point your data will have been processed and will have contributed to the project.

- You understand that this conversation is completely confidential, and the findings will be reported anonymously. The only time we would disclose any information that identifies you would be if you were to tell me something that suggests you or someone else is at risk of serious harm. In this case, we may need to tell someone but would discuss with you first.
- If you feel comfortable, we would like to make an audio recording of our conversation. This will help us with the accuracy of our notes when writing them up. This information will be saved on a secure server which only the researchers for this project will be able to access.
 - *If consent is given, please turn on the recorder for the conversation.*
 - *If the participant refuses, please capture their consent to take part in the research, then turn off the recorder and take notes instead.*
- As part of our conversation about your experiences over the last while, you may wish to share sensitive information about your health. Sharing this information is completely voluntary and would be recorded as part of this conversation. Please can I check that you are happy with this.

Interviewer to ensure a yes / no answer to this explicit consent on record.

Warm up	5 mins
<p>Thank you for taking part in this conversation today. How are things in your life at the moment?</p> <p>Probes:</p> <ul style="list-style-type: none"> • What does a typical day or week look like for you? • Who, if anyone, do you spend time with during a typical week/day? • What do you enjoy doing in your free time? • And are there any things you would like to do that are difficult right now because of money? • Can you tell me a bit about your household and if you live with anyone? <p><i>*If appropriate you may like to start the conversation with a light topic e.g. pets, children, interests. This section can also include their living arrangements, the support they are still waiting to receive, or any routine activities they do. For example, "When we last spoke, you shared that you live with your partner, that you are still waiting for the asylum decision, and are sometimes travelling to the food bank to tie you over. Have there been any changes in your life since May/July 2024?"</i></p>	<p>Moderator notes</p> <p><i>This section of the guide intends to put the participant at ease and build rapport between the moderator and the participant. Please take note of areas relevant for the participant to discuss in more depth later.</i></p>
Life experiences and events in the past 6 months	10 mins
<p>We are interested in how things in your life have changed in different ways since you took part in the research 6 months ago. Can you tell me a little bit about any changes or events in your life that really stand out for you? They may have had an impact on the way you live.</p> <p><i>Moderator, please make a note of any changes so you can probe further on these in the following section. <u>Please probe sensitively and only as appropriate for those continuing to experience destitution and those who are no longer in this situation.</u></i></p> <ul style="list-style-type: none"> • Areas of change we are particularly interested in are: <ul style="list-style-type: none"> ○ Housing ○ Employment ○ Benefits ○ Bills and outgoings ○ Physical and mental health and disability ○ Caring commitments ○ Accessing support and advice from services (e.g. charities, citizens advice) ○ Social isolation and wider support network ○ Relationship changes • For example, reduction in debt giving more money to pay for essentials, development of disability or health condition reducing ability to work. <p>How have these changes affected you or your household's living and financial situation?</p>	<p><i>This section of the guide intends to explore the participants' life and experiences from the 6 months, with a focus on whether their financial situation has changed. We are particularly interested in the cyclical nature of poverty i.e., how circumstances improved/worsened and the impact of this financially on them, including periods where</i></p>

<p>Probe: reasons for periods of financial pressure (or others) and what were the drivers behind these.</p> <p>Thinking about the changes you've told me about, which of them, if any, have affected being able to afford the essentials? For example, buying food, clothing, travel costs paying utility bills or debt repayments.</p> <ul style="list-style-type: none"> Has anything made your situation better or worse? How did this affect your finances? <ul style="list-style-type: none"> Probe: impact of finances on ability to afford essentials <i>If positive impact:</i> Do you think this is likely to stay the same? <i>If negative:</i> Are there any steps you are aware of that you could take to change this, if so- have you been able to do so? <ul style="list-style-type: none"> Probe: check if any advice has been sought on finances. Will discuss in more depth later. <i>(If nothing has changed for the participant)</i> If you feel comfortable, can you tell me why you think there has been no change in how you are able to afford essentials? What influenced this? <ul style="list-style-type: none"> Is there anything you can think of that you did or were advised to do that has meant you have been able to continue affording the essentials? <p>(Those still experiencing destitution) Were there any time periods where you felt you experienced financial security? For example, you felt more financially stable and could afford the essentials you needed.</p> <ul style="list-style-type: none"> How did this change happen? Do you know why? What caused you to feel less secure in your finances again? How did this come about? Is there anything that could help you feel more secure in your finances in the future? <p>(Those no longer experiencing destitution) You mentioned some positive changes in your circumstances. How do you feel about how this might change in the future?</p> <ul style="list-style-type: none"> Can you explain why? Is there anything that could be done to change this in your view? <p>Since we last spoke six months ago, have you needed to use any form of food support, such as food banks, social supermarkets or soup kitchens?</p> <p><i>Note for interviewer: This will provide key understanding for subsequent sections of the interview exploring their experiences in other areas & types of support accessed.</i></p> <ul style="list-style-type: none"> <i>If yes:</i> Can you recall how often you used this food support? <ul style="list-style-type: none"> What were the main reasons you needed to use this food support? 	<p><i>participants have had intermittent periods of financial security.</i></p>
<p>Understanding changes in circumstances in depth</p>	<p>20 mins</p>
<p>I would now like to discuss some of the areas we have just talked about in more detail.</p>	<p><i>This section focuses on</i></p>

Remind participant:

- **We are interested in hearing about participants' experiences in the past 6 months. Please remind participants about this timeframe as appropriate.**
- *If they would prefer not to answer a question, they can skip it. Equally, if there is a query it can be discussed. It is up to them how much they would like to share. If they would like to take a break they can let you know.*

While this conversation is participant-led and the focus of the conversation should be on their individual experiences, please be aware that the following four areas are a priority: Employment, Benefits, Bills & outgoings, and Formal Support.

Please conduct a light-touch check in on the other topics that are mentioned to understand if there have been any changes, what these were, and the impact on their finances and their life.

Employment:

You mentioned [insert what participant said in previous section] about your work situation.

- Can you tell me a little more about this and how this happened? What prompted this change?
- How have changes in your work situation affected others in your household, if at all? Or the situation of others in your household affected you?

Probes:

- *If they or other members of the household started a new job/ changed job / changed terms within previous job:*
 - What does the job involve?
 - How does this employment affect your sense of security? For example, better or worse pay, consistent hours.
 - How does this affect your household finances? For example, changes to benefits?
- *If they or other members of the household stopped working:*
 - If you are comfortable, please can you tell me a little bit about what happened?
 - How has this affected your household finances and benefits?
- *If they or other members of the household are looking for work:*
 - What has been your experience of looking for work since May/June 2024?
 - What contact, if any, have you had with the Job Centre?
 - Are you receiving any support in finding a job? What has this support been like? What support has been helpful?
 - Have you asked for any support in finding a job? Did something put you off asking for help?
- What are the challenges when it comes to finding work at the moment?

exploring the key areas of interest in more depth in a modular approach.

- Probe: finding suitable work, cost of travel, internet access, finding work that fits in with childcare responsibilities.
- How do you think being in work would affect your daily life?
 - Probe: impact on caring responsibilities, impact on benefits.

Benefits:

You mentioned [insert what participant said in previous section] about your experience with benefits.

- Can you tell me a little more about this and how this happened? What prompted this change?
 - Prompt: started receiving a benefit, cleared a deduction, no longer sanctioned, received confirmation of eligibility, or potentially benefit ceased, no longer able to receive it, etc.
- Have there been any changes in the type or amount of benefits you or your household are receiving since you last took part in the research (6 months ago)? If so, what impact has this had?
 - Probe: impact on finances and accessibility of claiming.
 - Probe: Did you/they receive any advice/support in relation to benefits? Or seek any?

Bills and outgoings

I'd like to talk a little more about the affordability of living and housing costs for you and your household. You mentioned [insert what participant said in previous section] about your bills/outgoings.

- Can you tell me a little more about this and how this happened? What prompted this change?
- How has this change affected your finances or ability to earn? Or that of your household?

Probes:

- Have there been any changes to any debts or arrears on bills, you or anyone in your household might have, since you last took part in the research? (To note: this might include loans from family, friends, payday lenders, buy now/pay later, credit cards, government debt – arrears may include rent, council tax, or energy bills).
 - *Interviewer: please explore any changes. If participants have cleared any debts or arrears, please explore how they were able to do so, and what impact this has had on their financial situation or their household's. If they have not cleared them/are clearing them – please explore what impact this has had on their financial situation and what support they need to reduce this.*

Housing

I'd now like to talk a bit more about housing specifically.

- Have there been any changes to your housing situation since you last took part in the research, 6 months ago?

If housing situation mentioned:

- Can you tell me a little more about [what they said about housing] and how this happened? What prompted any changes?
- What affect has your housing situation had on you and how you live?
- What challenges have you experienced with housing, if any?
 - Probe: finding a suitable type of accommodation, quality of housing/accommodation, stability of tenure, eviction
- Have you been receiving any financial support with your accommodation?
- Have you been receiving any advice about accommodation?
- How has this helped?
 - Probe: was this searched for or did someone/an organisation reach out to them

Physical and mental health

Next, if you are happy to talk about it, I would like to check how you have been doing lately in terms of health. This may include your physical health and mental well-being as well as health of others in the household. You mentioned [insert what participant said in previous section].

- Can you tell me a little more about how you [or someone in your household] have been doing health-wise?
- How, if at all, has your health changed since you last took part in the research, 6 months ago?
- How does your health or that of others you live with affect your day-to-day life? How do you manage this?
 - *If relevant:* to what extent does your health condition or others' in your household affect your finances?
 - *If relevant:* How has your disability, or that of others in your household, impacted your ability to meet your basic needs, if at all?
- Have there been any costs related to your/their disability that have put extra pressure on your finances, or the finances of those you live with?

Caring commitments

We would like to understand your responsibilities around caring in a bit more detail. A caring responsibility may be short-term, for example, supporting someone through an accident, or long-term, which may include physical care (such as helping someone out of bed), personal care (helping someone wash), emotional support (checking on their well-being).

- Do you currently have any caring responsibilities?

If they do have caring commitments:

Could you tell us a bit more about your caring commitments and how they've changed since last took part in the research 6 months ago, if at

all? This includes any caring responsibilities others in your household might have.

- Who do you/they care for?
- In what sort of capacity did you/they care for this person (is this long term or short term)?
- How much time do you/they spend on caring responsibilities in a week?
- Are there any challenges that you/they face in balancing your/their caring responsibilities with other aspects of your/their life, such as work or education?

How have you or others in your household caring commitments impacted your ability to earn an income, if at all?

- Have you/they had to reduce your working hours or give up work altogether?
- Have you/they had to cut back on essential expenses?

Formal support:

We're also interested to know if you or anyone in your household have sought formal advice or help from an organisation since May/June 2024. Have you accessed this in any form? For example, your local Citizen's Advice, charities such as Shelter or StepChange, or any local charities or organisations.

Probes:

If they or someone in their household accessed formal support:

- What type of support did you look for?
- What prompted you to seek this advice? How is this different to any advice accessed before, if at all?
- What happened as a result? Did you receive any support? E.g., improve your circumstances such as increasing your income, or your housing situation.

If they/their household haven't accessed support:

- Have you looked for advice / support from an organisation but haven't received any? What were the challenges in doing this, if any?
- Is there anything that is putting you off from following up with the individual / organisation? Why?
- To what extent did you feel you can manage without it, if at all?
- Is there any support you would like to access but don't feel comfortable doing so, or don't know how to?
 - What might help you to access these services?

Community support:

We know that the support that people receive is not always offered in a formal way, but can come from friends, family and your wider community. Has this type of support changed for you or your household since May/June 2024?

Probes:

<ul style="list-style-type: none"> • Can you describe your relationship to your wider community (family, friends, others in your community now versus May/June 2024)? <ul style="list-style-type: none"> ○ To what extent do you feel supported by your community? In what way? • What helps you to feel comfortable accessing/asking for this type of support, if anything? Why? • Is there anything that puts you off getting this type of support? Any challenges or difficulties? • What affect does this type of support have on your life? <ul style="list-style-type: none"> ○ <i>If they don't/can't/don't feel comfortable accessing this type of support: how does this impact your feelings of loneliness and isolation, if at all?</i> ○ Are you aware of any support available for accessing this? 	
Wind down and next steps	5 mins
<p><i>Interviewer: spend some time talking about something of interest to you and the participant – their children / place they live. You can refer to things that the participant said they enjoyed doing in their spare time at the beginning of the conversation. Try to end the conversation on a high note. You can also wind down with the following questions:</i></p> <ul style="list-style-type: none"> • What do you think about the weather today? • What do you have planned for the rest of the day? • Do you have any plans that you are looking forward to in the next few weeks? <p>Do you have any questions for me?</p> <p>Invitation to be put in touch with Trussell:</p> <p>Would you be interested in speaking to Trussell some more about your experiences? This could include working with them to share your story in a way that feels safe and confidential, or advocating for change. If you would like to you can email story@trussell.org.uk.</p> <p><i>For moderators: the Stories team stand alongside and support people who would like to share their experiences of struggling to afford the essentials to help build a future where everyone has enough money to live on. The stories team work with people to tell their stories on social media, emails, and in media work as part of the organisation's wider work to push for changes to the things driving people to need food banks. Hearing from someone about the reality they have faced can help encourage more people to get involved in pushing for long-term change. People can share their experiences anonymously, and Trussell will never share your details with anyone without your permission.</i></p> <p>Thank participant and remind them of confidentiality: As a reminder, everything you have spoken to me about today will remain anonymous and confidential and no one outside of the research team will know you have</p>	

taken part. Explain that they can get in touch if they have any further comments or questions about the research. Remind them of the £50 thank you voucher from Ipsos and Trussell, as an appreciation for their time and contribution to the research.

Confirm where they would like the thank you voucher to be sent to. If details are different from what is on record, please write down and communicate to the recruitment team. Please note that it can take up to 8 days. If they want the thank you payment sent by post, there may be postal delays outside of our control.

SIGNPOSTING: Remind participants that there is a list of organisations with contact details that might be useful to look at in case the discussion has raised any queries for them. If participants have raised areas of concern, please note organisation details that may be of specific use to them. Please also offer to resend/ post this information if they do not still have it to hand.

11.13 Glossary of terms

Derived variable: these are created to combine original categories from a question into broader categories, for example combining employment status options into a single derived variable of 'working.'

Distribution Centre: a food bank can have one or more distribution centre. Distribution centres are the places where people come to pick up their food parcel, or where parcels are sent out for delivery. These distribution centres are operated by the named food bank.

Equivalised income: this is a calculation that considers variations in the size and composition of respondents' households when making income comparisons and uses income data reported in the survey. Equivalence scales conventionally take an adult couple without children as the reference point, with an equivalence value of one.

Food bank: a food bank centre is a physical location distributing emergency food parcels. People are referred to by third parties such as their GP.

Grid question: the question is displayed in a tabular or grid form, with the sub questions (subjects) forming one dimension of the grid and the responses forming the other. A typical example of a single/multiple response grid is a question that asks respondents to rate a number of products on a scale of Excellent to Very Poor.

KnowledgePanel: Ipsos's in-house random probability online panel.

Mode effect: mode effects occur because people's answers to survey questions may differ depending on the way the survey is carried out. In face-to-face interviews, for example, social desirability bias can affect the answers. This is due to the often unconscious desire of the respondent to be seen positively by the interviewer, or to hide any socially 'undesirable' behaviour or opinions. An online survey may encourage respondents to be more honest in their opinions, but the absence of an interviewer to motivate and help respondents if they are having difficulty may reduce the quality of the data.

Rim weighting: generates weighting using an iterative process looking at each target variable in turn and repeated as often as necessary, until the weighted sample reaches a satisfactory level of accuracy or no further improvement is possible. It allows a larger number of variables (characteristics) to be included in the weighting scheme. With rim weights, the weighted sample will match the population for age and for gender but not for age BY gender.

Survey routing: routing directs a respondent through a survey based on the answers that they give. If a respondent provides a particular answer they are then directed to a particular question in the survey.

Our standards and accreditations

Ipsos' standards and accreditations provide our clients with the peace of mind that they can always depend on us to deliver reliable, sustainable findings. Our focus on quality and continuous improvement means we have embedded a "right first time" approach throughout our organisation.



ISO 20252

This is the international specific standard for market, opinion and social research, including insights and data analytics. Ipsos UK was the first company in the world to gain this accreditation.



Market Research Society (MRS) Company Partnership

By being an MRS Company Partner, Ipsos UK endorse and support the core MRS brand values of professionalism, research excellence and business effectiveness, and commit to comply with the MRS Code of Conduct throughout the organisation & we were the first company to sign our organisation up to the requirements & self-regulation of the MRS Code; more than 350 companies have followed our lead.



ISO 9001

International general company standard with a focus on continual improvement through quality management systems. In 1994 we became one of the early adopters of the ISO 9001 business standard.



ISO 27001

International standard for information security designed to ensure the selection of adequate and proportionate security controls. Ipsos UK was the first research company in the UK to be awarded this in August 2008.



The UK General Data Protection Regulation (UK GDPR) and the UK Data Protection Act 2018 (DPA)

Ipsos UK is required to comply with the UK General Data Protection Regulation (GDPR) and the UK Data Protection Act (DPA). These cover the processing of personal data and the protection of privacy.



HMG Cyber Essentials

Cyber Essentials defines a set of controls which, when properly implemented, provide organisations with basic protection from the most prevalent forms of threat coming from the internet. This is a government-backed, key deliverable of the UK's National Cyber Security Programme. Ipsos UK was assessed and validated for certification in 2016.



Fair Data

Ipsos UK is signed up as a "Fair Data" company by agreeing to adhere to twelve core principles. The principles support and complement other standards such as ISOs, and the requirements of data protection legislation.

For more information

3 Thomas More Square
London
E1W 1YW

t: +44 (0)20 3059 5000

www.ipsos.com/en-uk
<http://twitter.com/ipsosUK>

About Ipsos Public Affairs

Ipsos Public Affairs works closely with national governments, local public services and the not-for-profit sector. Its c.200 research staff focus on public service and policy issues. Each has expertise in a particular part of the public sector, ensuring we have a detailed understanding of specific sectors and policy challenges. Combined with our methods and communications expertise, this helps ensure that our research makes a difference for decision makers and communities.