

June 2023

# The Trussell Trust Hunger in the UK

Technical report





## Table of Contents

<b>1</b>	<b>Introduction</b>	<b>1</b>
1.1	Background	1
1.2	Technical report structure	1
1.3	Quantitative Research: Summary of our approach	2
1.4	Qualitative Research: Summary of our approach	5
<b>2</b>	<b>Questionnaire development</b>	<b>9</b>
2.1	Questionnaire design: people referred to food banks	9
<b>3</b>	<b>Sampling</b>	<b>15</b>
3.1	Sample design: people referred to food banks	15
3.2	Sample design: national population survey	16
<b>4</b>	<b>Data collection</b>	<b>18</b>
4.1	Data collection: survey of people referred to food banks	18
4.2	Response rates: survey of people referred to food banks	23
4.3	Data collection: national population survey	24
4.4	Response rates: national population survey	24
<b>5</b>	<b>Weighting and data validation</b>	<b>27</b>
5.1	Weighting	27
5.2	Data validation and editing	29
5.3	Coding	30
5.4	Derived variables	30
5.5	Data protection	32
<b>6</b>	<b>Research material development</b>	<b>34</b>
6.1	Recruitment materials	34
6.2	Topic guide	35
<b>7</b>	<b>Sampling and recruitment</b>	<b>36</b>
7.1	Sample design	36
7.2	Recruitment approach	38
<b>8</b>	<b>Data collection</b>	<b>40</b>
8.1	Individual depth interviews	40
8.2	Interviewer briefing	40
8.3	Pilot fieldwork	40
8.4	Mainstage fieldwork	41
8.5	Safeguarding	41
<b>9</b>	<b>Data management and analysis</b>	<b>43</b>
<b>10</b>	<b>Evaluation of study approach</b>	<b>44</b>
10.1	Quantitative Research	44
10.2	Qualitative Research	44

## **11 Appendices**

**11.1 Covering letter**

**11.2 Invitation leaflet**

**11.3 Translation crib sheet**

**11.4 Instruction sheet for food banks**

**11.5 People referred to food bank survey (England version of the questionnaire)**

**11.6 National population survey**

**11.7 Privacy notice**

**11.8 Target weighting profiles national population survey**

**11.9 Qualitative recruitment screener**

**11.10 Qualitative information sheets**

**11.11 Qualitative privacy notice**

**11.12 Qualitative topic guides**

**11.13 Glossary of terms**

# 1 Introduction

## 1.1 Background

The Trussell Trust commissioned a multi-year large scale quantitative and qualitative research project to help support their strategic vision of ending the need for food banks. The study focuses on three elements each intended to build on existing evidence from research that the Trussell Trust had previously commissioned:

1. Explore the life experiences and socio-demographics of people referred to food banks in the Trussell Trust network through quantitative research.
2. A survey of the general population of the United Kingdom to establish benchmarks of, and track over time, food-aid use, and food insecurity amongst this population.
3. Qualitative research with people experiencing food insecurity to understand their lived experience, to enrich understanding of the drivers of food bank use and the impact on individuals and families.

## 1.2 Technical report structure

This report provides details of the methodology used for this study, details of the quantitative and qualitative data collection and data management processes. This report is split into three sections as follows:

### Section One: Quantitative Research

- Questionnaire development
- Sampling
- Data collection
- Weighting and data validation

### Section Two: Qualitative Research

- Research material development
- Sampling
- Data collection (including piloting, recruitment, thank you payments, interview methodology, safeguarding)
- Analysis (including NVivo analysis)

### Section Three: Evaluation of study approach

- Learnings and recommendations from the quantitative and qualitative research.

### Appendices

- Glossary of Terms

- Survey materials – covering letter, invitation leaflet, translation crib sheet, instructions for food banks
- Questionnaires – survey of people referred to food banks and national population survey
- Target weighting profiles of the national population
- Appendices from qualitative research

### 1.3 Quantitative Research: Summary of our approach

#### 1.3.1 Design

The overall objective of the research was to explore the life experiences and socio-demographics of people referred to food banks in the Trussell Trust network, and to compare these with the UK adult population overall. To achieve this objective, Ipsos, in partnership with the Trussell Trust, designed two survey questionnaires. One of the questionnaires was designed for people referred to food banks, while the other was for a survey of the UK adult population.

The research design for the food bank survey built on previous research published by the Trussell Trust in 2019 and 2021, titled *State of Hunger*. However, the survey design approach undertaken for *Hunger in the UK* is different to the survey approach taken in *State of Hunger*, which used face-to-face interviews in the food banks. This means that findings from *Hunger in the UK* cannot be directly compared to findings from *State of Hunger* as people tend to respond differently when answering self-completion and interviewer administered surveys. While a face-to-face design would have been ideal to achieve a high response, and to allow full control of the interviewing process, it was not possible to guarantee this approach would be feasible given the uncertainty around Covid-19 at the time the research was being designed and how food banks would operate in the future. According to statistics from the Trussell Trust, 22% of food bank centres at the point of the research design operated at least partially as delivery centres, meaning a face-to-face approach would not have been suitable, as not all of people referred to food banks will actually visit them.

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. A self-completion methodology also aligned with Ipsos's recommendation to use the UK KnowledgePanel<sup>1</sup> for the national population survey – both surveys use probability sampling principles and self-completion methodology, meaning that results would be less likely to be impacted by mode effects.

---

<sup>1</sup> <https://www.ipsos.com/en-uk/uk-knowledgepanel>

### 1.3.2 Survey of people referred to food banks

The proposed design was to invite a sample of food banks to participate in the study by including questionnaire packs in the food parcels they 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 in the Trussell Trust network to sample and discuss the proposed research design with food banks and key stakeholders.
2. A **design stage** to finalise the food bank survey questionnaires, as well as to finalise the research design based on the outcome from the scoping stage.
3. A **soft launch** with a small number of food banks to test robustness of the proposed research methodology, and to test response rates. In total, 26 food banks across the UK were invited to participate. A total of 22 food banks agreed to take part by each randomly distributing 50 survey packs in food parcels between 1 and 8 April 2022. The data collected as part of the soft launch was used in final analysis.
4. A **main survey stage** to make any necessary adjustments to the research design based on outcomes from soft launch, and to invite the sampled food banks to participate in the study. Of 112 food banks invited to take part, 99 agreed to do so, including all 22 food banks that took part in the soft launch stage. Of participating food banks, those taking part in the soft launch were asked to distribute a further 100 survey packs in food parcels, while the food banks that had not taken part in the soft launch were each asked to distribute 150 survey packs. The main stage of the food bank study took place between late May and mid-July 2022, with the last date to receive completed questionnaires being 5 August 2022.

#### Scoping stage (January 2022)

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

#### Design stage (February / March 2022)

- Finalise questionnaire
- Finalise design based on scoping stage

#### Soft launch (March / early April 2022)

- Recruit small number of food banks
- Test adding surveys into food parcels
- Test response rate (online and paper)

#### Main stage (May to August 2022)

- Adjust design based on pilot
- Main recruitment and survey underway

The Ipsos research team were aiming to achieve around 2,500 completed questionnaires, with around 1,600 in England and 300 in Scotland, Wales and Northern Ireland respectively. However, given the novel approach and the lack of information on likely response rates, there was no guarantee that this number of completed questionnaires would be received. At the end of the main survey fieldwork period (5 August 2022), there had been a shortfall in the number of completed questionnaires received outside of England. A decision was taken to undertake a small booster survey in September 2022, with eight food banks invited to distribute a further 60 survey packs in food parcels in each of Scotland, Wales and Northern Ireland. These 24 food banks had already participated in the main stage of the survey, and were selected as it was believed they had scope to increase response rates.

Table 1.1 provides a breakdown of the number of participating food banks across England, Scotland, Wales and Northern Ireland, as well as the number of survey packs distributed (including the boost survey) and number of completed questionnaires received. Of 112 food banks invited to take part in the study, 99 agreed to do so.

**Table 1.1: Food bank survey**

All nations and regions	Number of food banks taking part	Number of survey packs distributed <sup>2</sup>	Number of completed questionnaires received <sup>3</sup>
England	63	7,659	1,705
Scotland	11	1,629	293
Wales	13	1,903	301
Northern Ireland	12	1,681	264
<b>Total</b>	<b>99</b>	<b>12,872</b>	<b>2,563</b>

Please see Chapter 4 of this report for further details of data collection and response rates inclusive of soft launch, main stage and booster.

### 1.3.3 National population survey

Ipsos considered a range of methods to deliver a robust sample that 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. It was proposed to undertake the national population survey using the UK KnowledgePanel. 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 and reduces underclaiming of benefits, within a short fieldwork period and minimal risks from Covid restrictions.

The 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 online<sup>4</sup>.

To allow robust comparisons with the food bank survey findings, Ipsos recommended achieving c.3,800 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 and by individual nations and regions within the UK. 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 national population survey across three weekly waves between late May and early August 2022. Survey waves were undertaken as shown in Table 1.2:. In total, 6,800 panel members were invited to take part in the survey, with 3,948 completed surveys received by the end of the fieldwork period.

<sup>2</sup> 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 – information about the number of survey packs distributed is not included in the table for six food banks in England, two food banks in Scotland, and two food banks in Northern Ireland.

<sup>3</sup> Participants who completed both a paper questionnaire and online questionnaire had their paper questionnaire discounted.

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

**Table 1.2: National population survey**

<b>Wave 1 - Fieldwork period: 26 May to 01 June</b>	<b>Panel members invited</b>	<b>Number of completed surveys achieved</b>
England	1,300	720
Scotland	300	181
Wales	300	145
Northern Ireland	300	145
<b>Wave 1 Total</b>	<b>2,200</b>	<b>1,191<sup>5</sup></b>
<b>Wave 2 - Fieldwork period: 30 June to 06 July</b>	<b>Panel members invited</b>	<b>Number of completed surveys achieved</b>
England	1,300	907
Scotland	300	165
Wales	300	143
Northern Ireland	300	142
<b>Wave 2 Total</b>	<b>2,200</b>	<b>1,357</b>
<b>Wave 3 - Fieldwork period: 28 July to 03 August</b>	<b>Panel members invited</b>	<b>Number of completed surveys achieved</b>
England	1354	763
Scotland	308	196
Wales	310	189
Northern Ireland	427	252
<b>Wave 3 Total</b>	<b>2,400</b>	<b>1,400</b>
<b>Overall Total (all waves)</b>	<b>6,800</b>	<b>3,948</b>

## 1.4 Qualitative Research: Summary of our approach

### 1.4.1 Design

The overall objective of the qualitative research was to understand the experiences and journeys of people referred to a food bank in the Trussell Trust network and experiencing destitution. Specific objectives for this strand of the research were:

- To understand the journeys and experiences of people in the lead up to being referred to food banks in the Trussell Trust network and what happens in the medium term after those experiences.
- To explore what factors may have prevented people from needing this support or from falling into destitution.

<sup>5</sup> 195 surveys were removed from the dataset as it was decided after Wave 1 that the survey should be a household survey. This meant that 390 completed surveys had been received at Wave 1 from two panel member households. One per household was removed at random.

- To explore the impact of destitution on all other aspects of a person's capabilities, including health, wellbeing, social connection and opportunities.
- To explore the impact of issues with the benefits system on a person's capabilities including health, wellbeing, social connection and opportunities.
- To better understand the relationship between disability (and ill health) and food bank use (and destitution more broadly).

Ipsos and the Trussell Trust identified a qualitative approach as most appropriate, 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.

Given that this research was seeking to explore the experiences of those who had been referred to a food bank, it was agreed that qualitative participants be recruited from those who had taken part in the survey of people referred to food banks and had provided consent to be contacted to participate in further research.

#### 1.4.2 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 two waves of qualitative research.

**Qualitative interviews wave 1:** the first wave was conducted during July and August 2022 and consisted of 50 individual depth interviews with people who had recently been referred to a food bank. This sample size enabled the inclusion of participants with a wide range of experiences allowing the research to capture and explore different factors influencing destitution and the need for food bank support. During these depth interviews Ipsos researchers explored in detail what role different adverse life experiences had played in peoples' journeys leading up to need support from a food bank.

**Qualitative interviews wave 2:** the second wave of qualitative research consisted of 30 follow-up interviews with participants who had taken part in wave 1. These interviews took place four months later (October – November 2022). These interviews explored what, if anything, had changed for participants and why. Taking into consideration the context of the cost-of-living crisis, the discussion also covered the spending of the UK Government's cost-of-living payment to people in receipt of some social security benefits and tax credits<sup>6</sup>.

To ensure a carefully planned and tested approach to each wave 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

---

<sup>6</sup> <https://www.gov.uk/guidance/cost-of-living-payment>

3. A **recruitment stage** during which potential participants were contacted and invited to take part in an interview.
4. A **pilot fieldwork stage** involving a small number of interviews to pilot the topic guide amongst participants with a range of experiences.
5. A **main fieldwork stage** during which remaining interviews were completed.

An **analysis plan** was also developed, utilising interview transcripts, interviewer analysis meetings and analysis software NVivo12 to ensure a rigorous and structured approach to data management and analysis.

Finally, a pilot participatory strand was developed and delivered by the Trussell Trust. Details of this are not included in this technical report. Instead, please see changing the rules report which has been published as a separate document.

# 01

## **Quantitative Research**

## 2 Questionnaire development

### 2.1 Questionnaire design: people referred to food banks

The food bank survey was constructed in such a way that it could be either completed and returned as a paper questionnaire or completed online (via an online survey link). Offering participants three alternative options, online and postal and telephone, was intended to improve response and representativeness. Evidence suggests that people from more deprived areas, people with lower educational qualifications, people who do not own their homes and people from ethnic minority groups are less likely to respond online, so 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.

#### 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 principles<sup>7</sup>. 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

To avoid any mode effects 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.

#### 2.1.3 Design of questions in the food bank survey

The content and nature of the questions in the food bank survey was informed by the Trussell Trust's research priorities and the research questions of previous research (State of Hunger, 2019, 2021).

#### 2.1.4 Cognitive testing of the food bank survey

Following the completion of the first draft of the food bank questionnaire, cognitive testing interviews were conducted to test the survey questions. The cognitive testing was intended to aid the development of the survey and allow Ipsos and the Trussell Trust to identify any questions requiring further development. A total of seven interviews (one with a couple) were conducted with people at three food banks (one in the South West, one in London and one in the Midlands). Researchers visited each food bank for a day and conducted cognitive interviews with people when they visited to collect food parcels.

People agreeing to take part were offered a £30 voucher as a thank you for their help.

---

<sup>7</sup> Dillman, D., Smyth, J. & Christian, L. (2014). *Internet, Phone, Mail and Mixed-Mode Surveys: The Tailored Design Method, 4th edition*. Hoboken, NJ: John Wiley

Key aims of the cognitive testing included:

- To gauge the simplicity of questions and participant comprehension;
- To note any room for ambiguity in the interpretation of the questions;
- To identify any questions that may not produce meaningful data; and
- To assess whether the routing could be followed easily.

Each cognitive interview was conducted face to face by a member of the Ipsos research team. During each interview, the researcher recorded the participant's answers and noted further observations regarding how the participant interpreted the question, with attention paid to any problems encountered.

Following completion of the interviews, Ipsos submitted a written report to the Trussell Trust detailing the findings and further edits to the food bank questionnaire were agreed.

### 2.1.5 Soft launch

The soft launch was also used to assess how well the questionnaire was working, and whether any further changes were required.

Table 2.1: summarises the changes that were made to the food bank survey following the soft launch.

**Table 2.1: Changes made to questionnaire after the soft launch**

Question No	Soft Launch Survey (based on England)	Main Stage Survey (based on England)
5	Do you live with a spouse (husband/wife) or partner (boyfriend/girlfriend)?	Do you live with a partner or spouse?
8	Do you have any paid jobs at the moment (any contracts for paid employment)?	Do you have any paid jobs at the moment?
10	Why are you not working at the moment?	Which, if any, of the following reasons best describe why you are not working at the moment?
19	Two codes slightly different: <ul style="list-style-type: none"> <li>▪ Financial support from a charity</li> <li>▪ Income from pensions</li> </ul>	What are your and your partner's current sources of income?
29	Different bands for £	How much money, if any, do you and your partner have in savings? Please answer to the nearest £.
36	Slightly different code names but same meaning	In the last 3 months has your household income changed at all?
37	Slight adjustment to question text which had been: Please answer this question if you experienced a drop in income in last 3 months. What was/were the reason/s for this decrease in household income in the last 3 months?	What was/were the reason/s for this drop in your household income in the last 3 months?

<p><b>40</b></p>	<p>Different question - new Q40 completely for main stage survey. Soft launch question should be answered by everyone.</p> <p>Have you or your partner experienced any of the following in the last 3 months: Please cross (X) all that apply.</p> <ul style="list-style-type: none"> <li>▪ An increase in expenses related to heating your house</li> <li>▪ An increase in expenses related to lighting your house</li> <li>▪ An increase in expenses related to food</li> <li>▪ A large one-off cost (e.g. paying for school uniforms, a rental deposit or equipment for disability)</li> <li>▪ None of the above</li> </ul>	<p>In the last three months, have you faced a large, but unexpected one off cost, such as paying to replace a broken household appliance (for example a washing machine or cooker), a rental deposit, having to move home without much notice, or other bills that you have faced difficulty in paying?</p>
<p><b>46a</b></p>	<p>See questionnaire - soft launch question was split at main stage into a and b</p>	<p>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?</p>
<p><b>46b</b></p>	<p>As above</p>	<p>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?</p>
<p><b>58a</b></p>	<p>Soft launch only had one question Q58 - same codes at Q58a</p>	<p>We know that the experience of needing support from a food bank can be very challenging for people. Could you tell us to what extent, if at all, you agree with the following statements about your recent visit to or delivery from the food bank.</p>
<p><b>58b</b></p>	<p>New question not asked at soft launch</p>	<p>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?</p>
<p><b>67</b></p>	<p>During your childhood...Did you ever live in a children's home? And also Did you ever live with a foster family or in a foster home?</p>	<p>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?</p>
<p><b>Thank you section</b></p>		<p>Paragraph added to help ensure participants with no fixed address could receive their incentive voucher.</p> <p><i>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 (0808 101 6229). Please make a note of the five digit reference number on the top right hand corner of your letter.</i></p>

### 2.1.6 Logic checks

Ipsos' Data Processing team also analysed the raw data for both the online and paper surveys to identify areas where participants may have had difficulties answering questions. Analysis of the paper questionnaire responses was based on the first 177 questionnaires received. Overall, the routing for the paper questionnaire appeared to work well, with few questions receiving more than a handful of missing responses. The small grids, which typically tend to receive missed responses, appear to have been answered well, although for the larger grid (Q46) there were significant missing responses (see Table 2.2:).

**Table 2.2: Recommendations for changes to the food bank survey**

Paper questionnaire	Recommendations
<p><b>Q36</b> (In the last 3 months has your household income changed at all?): Eight respondents (4.5%) answered this as multi-code, despite it being single code. This is still only a handful of respondents but more than for the other single code questions.</p>	<p>The response codes may be confusing as household income may have increased, decreased as well as varied a lot over the last 3 months. The wording of this question should be amended and simplified to ask if income has increased or decreased or varied in the last 3 months and only allow one option.</p>
<p><b>Q46</b> (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?): For each question in this grid, around 25-30% of respondents didn't provide an answer.</p>	<p>This is a large grid which asks about a variety of support which may not be familiar to all respondents. We should consider adding 'Don't know/Prefer not to say' options for respondents. Large grids can also make it easy to miss rows. We should therefore consider splitting the grid out so that it has not more than 4 rows in total.</p>
Online questionnaire	Recommendations
<p><b>Q28</b> (In the past month, about how much was your total household income combining everything received by you and other members of your household): 12 of the 44 respondents (27%) who reached this question responded with 'prefer not to say'.</p>	<p>This is understandable given the question is sensitive therefore we suggest leaving this question as it is.</p>

### 2.1.7 Questionnaire design: national population

The national population survey, conducted as an online survey on KnowledgePanel, was designed to replicate 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 a small number of questions relevant to the national population sample were included.

## 2.1.8 Overview of survey content

Table 2.3: summarises the content of each survey.

**Table 2.3: Questionnaire content of the adult survey in order of questions**

	Food bank survey	National population survey
<b>Household composition, activities and employment</b>		
Children in household (number and ages)	✓	✓
Adults in the household	✓	✓
Household living arrangements (relationship between adults in household)	✓	✓
Care giver (inside or outside the home)	✓	✓
Main activity / employment status (paid employment, type of contract)	✓	✓
Reasons for not working	✓	✓
<b>Attitudinal statements</b>		
Food banks should not be needed in the UK	✗	✓
More action needs to be taken to better protect people from being unable to afford the essentials	✗	✓
Ending the need for food banks in the UK is possible	✗	✓
<b>Health and personal support</b>		
Wellbeing questions (ONS)	✗	✓
Long term physical or mental health conditions (including experienced by other members in the household)	✓	✓
Support from friends, family, community	✓	✓
<b>Life events and housing</b>		
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	✓	✓
<b>Finance</b>		
Sources of income	✓	✓
Income from benefits	✓	✓
Reasons for not claiming benefits	✓	✗
Additional amounts in Universal Credit payments	✓	✓
Benefit cap in the last three months	✓	✓
Benefit reductions or deductions	✓	✓
Reasons for deductions	✓	✓
Benefit sanction in the last 3 months	✓	✓
Total household income, household savings	✓	✓
Rent and/or mortgage payments	✓	✓
Changes to household income	✓	✓
Reasons for drop in income in the last 3 months	✓	✗
Experienced unexpected one-off costs in the last 3 months	✓	✓

	Food bank survey	National population survey
Current financial situation (including struggling to pay household bills)	✓	✓
Borrowing money or getting credit	✓	✓
<b>Sources of support and cost of living</b>		
Applied or received support for people facing financial difficulty in the last three months <sup>8</sup>	✓	✗
Skipped meals because couldn't afford to buy enough food	✓	✓
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	✓	✓
Received support or advice before receiving the parcel from the food bank in the previous 3 months	✓	✗
Advice, information or service referral from food banks	✓	✗
Experience of recent visit to a food bank	✓	✗
Number of times received a parcel in the last 12 months	✓	✗
<b>Food insecurity</b>		
Worried about food insecurity Cut down size of meals In the last month eating less/hungry/losing weight/not eating for a whole day Received a free parcel of food from a food bank in the last 12 months Bought food from places other than mainstream food shops Obtained a meal from an organisation e.g. soup kitchen in the last 12 months	✗	✓
Supermarket used most for food shopping	✗	✓
<b>Demographics</b>		
Gender	✓	✓
Sexual identity	✓	✓
Religion	✓	✓
Age	✓	✓
Asylum seeker	✓	✓
Ethnicity	✓	✓
Lived in care as a child	✓	✓

<sup>8</sup> 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

## 3 Sampling

### 3.1 Sample design: people referred to food banks

The initial sampling design was to select a main sample of 124 food banks in the UK, with 12 of these to be held in reserve.

The aim, based on the specification provided by the Trussell Trust, was to achieve around 2,500 completed questionnaires from households in the UK that used food banks in the Trussell Trust network. There was a requirement to be able to make robust statements about the need for food banks in Scotland, Wales and Northern Ireland, so the sample was designed to achieve around 300 interviews 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, as varying the sampling fractions has a negative impact on the statistical efficiency of the overall sample.

We anticipated, on the basis of other surveys that we conduct, that our method would likely achieve a response rate of around 20% (so of the packs placed within food parcels 20% would be completed and returned). Therefore, we needed to place around 12,500 to achieve the 2,500 required. To ensure that we had good coverage of food banks, which is important to minimise bias and clustering effects, we wanted to achieve around 25-30 interviews per food bank and so needed around 85 food banks to each distribute 150 packs and for this response rate to be consistent across all the participating food banks. As not all food banks would agree to take part in the research, we assumed a food bank recruitment rate of around 75%. Therefore, we sampled 112 food banks for the main sample, and a small reserve sample (12) in case our assumptions were not accurate.

The sample of food banks was selected from a sample of 415 – these represented most of the food banks in the Trussell Trust network with a small number removed from the sample because the Trussell Trust recommended that they would not be appropriate to contact for the study (this was mainly due to capacity constraints). Food banks with fewer than 50 vouchers likely to be issued during the fieldwork period (based on previous data) were excluded from the sample. That reduced the number of food banks eligible for sampling by 25, to 390. The coverage lost by removing these food banks was negligible – these smaller food banks covered just 0.7% of vouchers issued.

The main sample consisted of two groups of food banks: food banks that had participated in State of Hunger (2019, 2021) which were all to be included in the sample, and food banks that had not participated in State of Hunger (the fresh sample), which were to be sampled at random.

In total, 41 food banks had participated in State of Hunger and so all of these were included in the sample, leaving 71 food banks to be sampled at random. In Scotland, Wales and Northern Ireland, the number of additional food banks to sample was calculated so that 13 food banks were selected in total in each of the nations and regions. The fresh food banks were randomly selected in proportion to the number of vouchers issued.

The remaining 41 food banks to be sampled in England were then allocated so the total number of food banks in the main survey for each region was in approximate proportion to the number of referrals. This means that the total issued sample will be larger for regions with more people being referred to the food banks. The fresh sample of food banks was then sampled stratified by nations and regions and regions within England and, within those by quartiles of the number of people being referred and postcode. London was slightly oversampled (as we anticipated response would be lowest there), and so had one

extra food bank included. One extra was also included for Yorkshire and Humberside to ensure that all regions in England had at least five food banks sampled. A reserve sample was also drawn (one food bank per region in England).

Once selected, 12 of the State of Hunger (2019, 2021) sample and 12 of the fresh sample were allocated to the sample for the soft launch.

Table 3.1 shows the components of the sample for the food banks in England, Scotland, Wales and Northern Ireland.

**Table 3.1: Sample of food banks**

Nations and regions	State of Hunger	Sampled	Main	Reserve
<b>England regions</b>				
North East	2	3	5	1
North West	7	5	12	1
Yorkshire and The Humber	2	3	5	1
East Midlands	2	3	5	1
West Midlands	4	4	8	1
East of England	4	5	9	1
London	3	9	12	1
South East	4	6	10	1
South West	4	3	7	1
<b>Nations and regions</b>				
Scotland	6	7	13	1
Wales	2	11	13	1
Northern Ireland	1	12	13	1
<b>Total</b>	<b>41</b>	<b>71</b>	<b>112</b>	<b>12</b>

### 3.2 Sample design: national population survey

The UK KnowledgePanel is a random probability survey panel. The UK KnowledgePanel 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 national population survey.

A total of **6,800** panellists from across the United Kingdom aged 18+ were selected and invited to take part in the survey, based on a target of 3,800 completed questionnaires being achieved overall. The survey was staggered across three survey waves to mirror the fieldwork period of the main stage food bank survey. 0 shows the number of panel members invited across the three waves, and the fieldwork period of each wave.

**Table 3.2: Number of national population panel members invited**

Wave	Fieldwork period	Panel members invited
1	26 May to 01 June	2,200
2	30 June to 06 July	2,200
3	28 July to 03 August	2,400 <sup>9</sup>
<b>Overall total</b>		<b>6,800</b>

### 3.2.2 Sample profile

Table Table 3.3: provides a breakdown of the sample in terms of the number of panel members invited to take part by key demographics and 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 300 completed surveys in each of the three nations and regions. Please see Chapter 5 for details about how survey data are weighted.

**Table 3.3: National population sample profile**

Variable	Invited <sup>10</sup>	Number of survey completions
<b>Gender</b>		
Male	3,243	1,945
Female	3,513	1,951
<b>Age</b>		
18-34	1,182	430
35-54	2,319	1,240
55+	3,298	2,278
<b>Work status</b>		
Working	3,808	2,157
Not working	2,934	1,772
<b>Ethnicity</b>		
White	6,236	3,690
Ethnic minority <sup>11</sup>	462	207
<b>UK nations and regions</b>		
England	3,956	2,390
Scotland	908	542
Wales	909	477
Northern Ireland	1,027	539

<sup>9</sup> A higher number of panel members were invited at Wave 3 to account for the removal of 195 completed surveys in two panel households at Wave 1. 195 surveys were removed from the dataset given it was decided after Wave 1 that the survey should be a household survey, so that only one person per household should be invited to take part. At Wave 1 390 completed surveys had been received from two panel members in the same household. One per household was removed at random.

<sup>10</sup> Where figures do not sum to 6,800 this is because some participants said prefer not to say or don't know

<sup>11</sup> For the purposes of this study, we define people from ethnic minority groups in line with the Office for National Statistics (ONS) guidance. Following this guidance, white minorities are included in the broader white category rather than being shown as a separate group. Ethnicity is self-identified by survey respondents. Sample sizes are too small in most cases for an exploration of the experiences of different ethnicities within this broad categorisation to be possible, but this is a key concern for future waves of this research programme.

## 4 Data collection

### 4.1 Data collection: survey of people referred to food banks

#### 4.1.1 Soft launch

In total, 26 food banks were invited to participate in the soft launch, with 22 accepting the invitation. This included 15 food banks based in England, three in Scotland, two in Wales, and two in Northern Ireland.

A drop-in session for participating food banks was held in March 2022. The purpose of the session was to brief food bank managers on the proposed survey process, including what was in survey packs and how they should distribute the packs to people referred to their food bank. Fifty survey packs were sent to participating food banks in late March 2022. Food bank managers were asked to distribute questionnaire packs in a short survey window between 29<sup>th</sup> March and 8<sup>th</sup> April.

Each survey pack included:

- A copy of the questionnaire, tailored to each of the four UK nations and regions.
- A covering letter/instructions for participants to explain how they could take part in the survey. This included text translated into a number of different languages.
- Survey leaflet covering a number of FAQs, thank you payment for participation and privacy notice.
- Pen.
- Freepost envelope for returning the completed survey.

A copy of the covering letter, leaflet, and privacy notice is included in Chapter 11 in this report.

Ipsos's recruitment team contacted food bank managers during the survey window to answer any queries, and to ensure they understood the survey distribution process.

In total, 237 completed questionnaires (47 online and 190 paper) were received within the survey completion period. This represented a response rate of 22% based on the food banks each distributing 50 survey packs as requested. The response rate was marginally better than the 20% response rate Ipsos had anticipated, and this was used to help inform the sample design for the main stage of the survey.

A £5 thank you payment was sent to all participants who completed a questionnaire. This took the form of a high street shopping voucher, with participants stating their preference for a postal or electronic voucher when they were completing their questionnaire. Vouchers were sent out by post and email within two to three weeks of Ipsos receiving completed questionnaires.

#### 4.1.2 Recommendations and key learnings from soft launch

Following the soft launch, Ipsos spoke to four food bank managers about how the process and if they had any suggestions to improve the survey for the main stage. Some food banks reported that they found the process easier than others. Not all were able to start on time due Covid delays, other sickness reasons, annual leave or lack of available resources. However, food banks reported that the process was overall easy to manage and that briefing materials were clear and easy to understand.

The £5 voucher was reported to have been a sufficient thank you payment to encourage participation.

Key findings and recommendations for improvement are reported in Table 4.1:. While generally the soft launch worked well, it was clear that some improvements could be made to both logistics, and to the questionnaire itself (see Chapter 2 for changes to the survey content).

**Table 4.1: Findings and recommendations from the soft launch**

Soft Launch Findings	Recommendations actioned
<b>Survey distribution</b>	
<p>Food banks took varying approaches to distributing the surveys. Some placed them in food parcels, others directly asked people if they would complete the survey or sat with people to help them to fill it out. Where food banks reported helping people fill them out, they described this as an effective way of getting people to complete them; some food bank managers reported that they had successfully persuaded people to complete the survey by emphasising that this could help to improve the work of the Trussell Trust and that the survey provides an opportunity for people to share their own stories. For example, one food bank took a 'coffee &amp; collection' approach which gave them time to explain to people what was involved in completing the survey and the benefits of doing so.</p>	<p>Food banks, where possible, were encouraged to hand surveys directly to people or to sit with them and help them fill the survey out.</p> <p>Food banks were also encouraged to clearly communicate to people the benefits of completing the survey – both the financial incentive and the opportunity to share their story and help to improve the work of the Trussell Trust.</p> <p>Providing clear instructions to food banks about how to both publicise and distribute was intended to maximise response rates, therefore reducing non-response bias, and ensure greater consistency in data collection.</p>
<b>Language barriers</b>	
<p>Some food banks reported that some of their clients who did not speak/understand English could not fill in the survey because they could not read English and did not understand the format of a questionnaire.</p>	<p>Food banks were asked to make it clear that participants who cannot complete the survey in English can contact the helpline where Ipsos can help complete the survey in other languages.</p> <p>The survey helpline was advertised in a number of different languages where assistance could be provided.</p> <p>Consider a translations crib sheet for food banks to hand out to anyone who does not speak/understand English well enough to understand what they are being asked to do.</p>
<b>When to send survey packs to food banks</b>	
<p>Some food banks were not open on the day survey packs were delivered from Ipsos. There were also reported challenges around informing staff to distribute the surveys, due to volunteers working on different days.</p>	<p>Ipsos recruiters suggested that food bank managers consider planning how they will distribute the questionnaires during the recruitment calls to encourage them to plan ahead.</p>

	At recruitment stage recruiters also double checked when food banks were open and ensured they had the best address to send packs to.
<b>Thank you payments</b>	
Thank you payments were not always paid on time due to issues with the postal service. Food bank managers reported that respondents had got in touch with them to ask why they hadn't been paid their incentive yet and pointed out that £5 is a lot of money to some people.	Respondents were told that it may take 'up to 4 weeks', while Ipsos will endeavour to have these sent out as soon as possible. Internal target was two weeks from receipt of questionnaire to delivery of incentive payment.

#### 4.1.3 Mainstage

Table 4.2: lists the changes that were made to the survey materials after the soft launch.

**Table 4.2: Changes made to survey materials after the soft launch**

Aspect	Changes made to survey materials
Invitation letter	The letter at soft launch only included the different languages and one phone number for all languages with a recorded message in English only. For the mainstage the letter included translated text on reverse of the letter in 19 different languages to explain how to take part in the survey. Dedicated freephone number and recorded message in each language was made available. A copy of the letter is included in Section 11.1.
Leaflet	Small adjustment to weblinks (amended from black font to blue font)
Other	Inclusion of translated crib sheet sent to food banks to show to anyone who could not read/understand English well enough to know what they were being invited to do. Crib sheet was sent to food bank managers to explain the survey process and how to distribute survey packs within food parcels. A copy of this crib sheet is included in Section 0.

#### 4.1.4 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, Chinese (simplified and traditional), Farsi, French, German, Gujarati, Italian, Lithuanian, Portuguese, Polish, Punjabi, Somali, Spanish, Tamil, Urdu and Welsh. A copy of the translated crib sheet is included in Section 0 of this report.

Question	Translated text
<b>Who is carrying out the survey?</b>	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 <a href="http://www.ipsos.com/en-uk">http://www.ipsos.com/en-uk</a> You can find out more about the Trussell Trust by visiting <a href="https://www.trusselltrust.org/">https://www.trusselltrust.org/</a>
<b>What is this survey about?</b>	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.
<b>How can I take find out more?</b>	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 £5 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 and if they wished to take part in the survey by telephone rather than on paper or online.

While there were no requests to the helpline to complete the survey in languages other than English, 17 survey participants completed the online survey in other languages. A breakdown is shown in Table 4.3:

**Table 4.3: Number of completed surveys received in different languages**

Language	Number of completed surveys received in different languages
Arabic	4
Farsi	2
French	1
Polish	9
Portuguese	1
<b>Total</b>	<b>17</b>

#### 4.1.5 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 Trust network 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.

#### 4.1.6 Food banks selected to participate in the mainstage of the survey

Overall, 112 food banks were invited to take part in the survey and 99 agreed to do so. This included 63 based in England, 13 in Wales, 12 in Northern Ireland, and 11 in Scotland. There were 22 food banks

that took part in the soft launch, and all of these food banks also participated in the main stage of the survey. Food banks that had participated in the soft launch had already received one box of 50 survey packs. These food banks received two further boxes of 50 survey packs to distribute at main stage. Food banks that had not participated in the soft launch received three boxes of survey packs (each containing 50 survey packs) to distribute within their food parcels throughout the survey fieldwork period. Instructions were provided as to how to distribute the packs (see 4.1.9 below).

#### 4.1.7 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 2022. 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.

#### 4.1.8 Fieldwork timings for mainstage

Survey packs were despatched from 26 May 2022, with food banks asked to distribute the packs until 15 July 2022. 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. One food bank in the Trussell Trust network based in Northern Ireland who had originally been invited to take part contacted the Trussell Trust on 9 June and asked to take part in the survey distribution. Survey packs were despatched within two weeks and the food bank was able to commence distribution of survey packs by late June.

#### 4.1.9 Survey distribution

Excluding the booster survey (see section 4.1.10 for details about the survey booster), all participating food banks received 150 survey packs to distribute within food parcels. Food banks were asked to place packs into all parcels distributed from 26<sup>th</sup> May (or as soon as they got their packs after this date). For larger food banks, this might mean that their survey packs were distributed more quickly than for smaller ones. Where food banks had more than one distribution centre, 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 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.

#### 4.1.10 Booster

As the number of completed questionnaires from food banks based in Scotland, Wales and Northern Ireland was lower than expected at the end of the main stage of fieldwork (see Table 4.5), Ipsos, in discussion with the Trussell Trust, decided that it would be advisable to go back to some of the

participating food banks to ask them to distribute more survey packs. A decision was made to invite eight food banks in each of the three nations and regions (24 food banks overall), which had done relatively well with respect to survey returns, and where there was potential for them to achieve more completed questionnaires. To reduce any response bias, all materials and instructions provided were identical to the mainstage. The food banks were contacted by the Ipsos recruitment team and all agreed to distribute more survey packs. These responses are included in the regional/nation reports but not the UK report. Sixty survey packs were sent to each of the food banks to distribute in food parcels between 5 September and 31 October 2022. Table 4.4 shows the number of survey packs distributed in Scotland, Wales and Northern Ireland these are based on figures supplied by the participating food banks.

**Table 4.4: Number of survey packs distributed as part of the booster**

Nations and regions	Number of food banks taking part	Number of survey packs distributed	Number of completed questionnaires received
Scotland	8	463	64
Wales	8	470	72
Northern Ireland	8	414	65
<b>Total</b>	<b>24</b>	<b>1,347</b>	<b>201</b>

## 4.2 Response rates: survey of people referred to food banks

Table 4.5 shows the number of food banks participating in the survey in each UK nations and region, and response rates. These response rates include the booster survey.

**Table 4.5: Response rates for survey of people referred to food banks**

Nations and regions	Number of food banks taking part	Number of survey packs distributed	Number of completed questionnaires received <sup>12</sup>	Response rates (%)	Target number of survey completions
England	63	7,659	1,705	22%	1,600
Scotland	11	1,629	293	18%	300
Wales	13	1,903	301	16%	300
Northern Ireland	12	1,681	264	16%	300
<b>Total</b>	<b>99</b>	<b>12,872</b>	<b>2,563</b>	<b>20%</b>	<b>2,500</b>

While the expected number of survey completions was achieved in England (+105) and Wales (+1), there was a shortfall in Scotland (-7, 98% of the target of 300) and Northern Ireland (- 36, 92% 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 rate<sup>13</sup>. However, the shortfall was small, we achieved 98% of the target for Scotland and 92% for Northern Ireland, so the impact on the levels of confidence in the data was minimal. Although, the soft launch achieved an overall estimated response rate of 22%, which is therefore the response rate we predicted for the main stage, some food banks achieved significantly more completed questionnaires than others<sup>14</sup>, before including the booster

<sup>12</sup> Participants who completed both a paper questionnaire and online questionnaire with the same survey identification number had their paper questionnaire discounted.

<sup>13</sup> Sampling assumed a consistent response rate across all food banks, however, some did not return any or a very small number.

<sup>14</sup> The number of completed surveys returned ranged from two to 51 questionnaires.

surveys the response rate for the three nations and regions combined (Wales, Scotland and Northern Ireland) was 17%.

#### 4.2.2 Thank you payments

A £5 high street shopping voucher as a thank you payment was sent to all participants who completed a questionnaire (either online or on paper). Vouchers were sent out by post and email within two to three weeks of Ipsos receiving completed questionnaires based on their stated preference for a postal or electronic voucher.

#### 4.2.3 Query management

From the beginning of the data collection a dedicated telephone helpline and email address ([FoodBankSurvey@ipsos.com](mailto:FoodBankSurvey@ipsos.com)) were available for participants to contact if they had any queries about the survey. 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. There were around 160 queries, the most common being regarding the voucher incentive.

### 4.3 Data collection: national population survey

#### 4.3.1 Recruitment of panel members

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 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 are able to sign up to the panel. Members of the public who are digitally excluded are able to register to the KnowledgePanel either by post or by telephone, and are given a tablet, an email address, and basic internet access (see further information below) which allows them to complete surveys online.

#### 4.3.2 Accessibility

The survey was designed using a 'mobile-first' approach, which took into consideration the look, feel and usability of a questionnaire on a mobile device. This included: a thorough review of the questionnaire length to ensure it would not over burden respondents from focusing on a small screen for a lengthy period, avoiding the use of grid style questions (instead using question loops which are more mobile friendly), and making questions 'finger-friendly' so they're easy to respond to. The questionnaire was also compatible with screen reader software to help participants requiring further accessibility.

### 4.4 Response rates: national population survey

The fieldwork period was staggered across the summer to reflect the fieldwork period from the survey of people referred to food banks. Additional cost of living payments were available to eligible households in July 2022<sup>15</sup> and consideration was given to postponing the final wave of the national population survey until after these payments were received. However, the Trussell Trust, in consultation with their advisory panel, decided not to delay the third wave of data collection as the national population survey had been designed to run in parallel with the survey of people referred to food banks. Table 4.6: shows the number of panellists invited to take part in the survey and response rates for each wave of the survey. Response rates ranged from 54% at Wave 1 to 62% at Wave 2. Around three in five (58%) panel

---

<sup>15</sup> <https://www.gov.uk/guidance/cost-of-living-payment>

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 2022.

**Table 4.6: Response rates for national population survey**

Wave	Fieldwork period	Panel members invited	Number of completed surveys	Response rate (%)
1	26 May to 01 June	2,200	1,191 <sup>16</sup>	54%
2	30 June to 06 July	2,200	1,357	62%
3	28 July to 03 August	2,399	1,400	58%
<b>Total</b>		<b>6,799</b>	<b>3,948</b>	<b>58%</b>

Table 4.7: provides a breakdown of overall number of panel members invited to take part in the national population survey, and response rates by UK nations and regions. Response rates ranged from 52% in Northern Ireland to 60% in England.

**Table 4.7: Number of panel members invited to take part in the national 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	3,954	2,390	60%
Scotland	908	542	60%
Wales	910	477	52%
Northern Ireland	1,027	539	52%
<b>Total</b>	<b>6,799</b>	<b>3,948</b>	<b>58%</b>

Table 4.8: summarises the response rates for the national population survey by demographic variables.

**Table 4.8: Number of panel members invited to take part in the national population survey, and response rates by demographics**

Variable	Number Invited <sup>17</sup>	Participated	Response rate (%)
<b>Gender</b>			
Male	3,243	1,945	60%
Female	3,513	1,951	56%
<b>Age</b>			
18-34	1,182	430	36%
35-54	2,319	1,240	54%
55+	3,298	2,278	69%
<b>Work status</b>			
Working	3,808	2,157	57%
Not working	2,934	1,772	60%
<b>Ethnicity</b>			

<sup>16</sup> 195 surveys were removed from the dataset given it was decided after Wave 1 that the survey should be a household survey. This meant that 390 completed surveys had been received at Wave 1 from two panel member households. One per household was removed at random.

<sup>17</sup> Where figures do not sum to 6,800 this is because some participants said prefer not to say or don't know

White	6,236	3,690	59%
Ethnic minority	462	207	45%
<b>UK nations and regions</b>			
England	3,954	2,390	60%
Scotland	908	542	60%
Wales	910	477	52%
Northern Ireland	1,027	539	52%

#### 4.4.2 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 national 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 weighting<sup>18</sup> to household-level population estimates obtained from the Trussell Trust database for all people referred to a food bank in the Trussell Trust network between April to August 2022. These were measures that could be derived both from the survey and the Trussell Trust database and were consistent with measures used for the State of Hunger 2020 survey: 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 11.8% for household composition to 13.2% 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. In addition, the information on the number of food banks visited was not collected in the soft launch, so that has been treated as a separate missing category in the weighting for that measure.

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

Table 5.1: compares the population profiles, derived from the Trussell Trust 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
<b>Household composition</b>			
one adult, no children	39.8%	35.2%	39.5%
one adult, children	18.3%	17.6%	18.3%
more than one adult, no children	12.5%	17.6%	12.6%
more than one adult, children	17.7%	18.0%	17.7%
missing	11.8%	11.8%	11.8%
<b>Age group</b>			
18 to 24	6.8%	6.3%	6.8%
25 to 34	20.1%	17.0%	19.9%
35 to 44	25.8%	24.3%	25.8%
45 to 54	19.1%	21.1%	19.2%

<sup>18</sup> 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.

55+	15.7%	18.8%	15.8%
missing	12.5%	12.5%	12.6%
<b>Regions in England</b>			
North East	5.0%	5.9%	5.0%
North West	12.8%	9.2%	12.7%
Yorkshire and The Humber	6.8%	5.7%	6.8%
East Midlands	5.5%	8.5%	5.5%
West Midlands	9.9%	5.7%	9.5%
East of England	9.9%	10.2%	10.0%
London	10.9%	12.4%	10.9%
South East	10.0%	7.4%	10.0%
South West	9.8%	7.2%	9.7%
<b>Other nations and regions</b>			
Scotland	9.9%	9.7%	10.0%
Wales	7.3%	9.8%	7.3%
Northern Ireland	2.3%	8.4%	2.4%
<b>Number of visits in previous year</b>			
once	36.3%	22.5%	35.8%
2 or 3 times	20.4%	27.3%	20.6%
4 to 6 times	10.7%	10.7%	10.8%
more than 6 times	7.4%	14.3%	7.5%
missing (soft launch)	12.1%	12.1%	12.2%
missing	13.2%	13.2%	13.2%

### 5.1.2 Weighting: national population survey

In order to ensure the survey results are as representative of the target population as possible, the below weighting specification was applied to the data in line with the target population profile.

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 has been created for the United Kingdom / for Great Britain to account for any over or under sampling within each of these nations or regions.

The calibration weights were applied in two stages:

- The first set of variables were (using ONS 2020 mid-year population estimates as the weighting targets): An interlocked variable of Gender by Age, and region.
- The second set were (using ONS 2020 mid-year population estimates and the ONS Annual Population Survey as the weighting targets): Education, Ethnicity, Index of Multiple Deprivation (quintiles), and number of adults in the household.

Tables presenting the weighting profile targets are available in Section 0.

## 5.2 Data validation and editing

### 5.2.1 Editing postal data (including rules applied)

As described in earlier sections, the data have been collected from two sources for the survey of people referred to food banks: an online questionnaire and a postal questionnaire. In line with standard procedures on a mixed-mode survey such as this, the online questionnaire was taken as the basis for data processing. Once that was processed then 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 the Trussell Trust as the forward editing approach handles the majority of the cleaning required.
- A specification was created by the Trussell Trust 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 question was incorrectly answered as a multi-code question then the responses were set to -99 “Missing”.
- 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

A specification created by the Trussell Trust detailed post field edits to be made to the national population survey data and the combined food bank survey data. They are summarised below:

- Benefits: Where participants answered that they received certain benefits but they were not eligible to receive the benefit, based on other responses to the survey (e.g. age, whether there are children in the household, accommodation type, etc.), these cases were cleaned.
- 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 in the top 1% were deemed to be extreme values and were set to -7 “Input error”.

In addition, for the food bank survey data, seven participants who gave an age of less than 18 were removed from the data as they were not eligible to complete the survey.

### 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. Forty duplicates were 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. In total, 113 cases were removed from the data.

For the national population survey, it was decided after Wave 1 that the survey should be conducted at a household level, so that only one person per household should be invited to take part. At Wave 1, 390 completed surveys had been received from two panel members in the same household. One survey per household was selected at random and 195 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. Any edits applied are set out in the section on Editing 5.2.

## 5.3 Coding

Coding was done by Ipsos on open ended categories for seven questions (jbterms\_a, nojbreason\_a, advice1\_a, gend1\_a, orient\_a, relig\_a and ethnicity\_a). 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 in syntax as per the specification provided by the Trussell Trust. 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 by other members of the team 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 know to the research team.

Ipsos used two approved suppliers (Blackhawk Network and Formara Ltd) to send out electronic and paper vouchers to participants who took part in the food bank survey. Both suppliers signed a supplier agreement with Ipsos which stipulated what PII they would receive from Ipsos for the purposes of sending vouchers, that both suppliers would keep the data secure and only retain for a period deemed necessary for them to perform their duties.

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

# 02

## **Qualitative Research**

# 6 Research material development

## 6.1 Recruitment materials

Recruitment materials were developed collaboratively between Ipsos and the Trussell Trust and copies of these are included in the appendix. Recruitment materials developed included:

- Recruitment screener
- Information sheet
- Privacy notice

### 6.1.1 Recruitment screener

The recruitment screener was 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 (as discussed in the following section). Therefore, it was possible to identify which participants met which quotas from their survey responses. However, the recruitment screener 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., large print or arranging for an interpreter. No participants requested an interpreter.

### 6.1.2 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 the Trussell Trust.

### 6.1.3 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). 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.

## 6.2 Topic guide

A topic guide was developed for each qualitative wave and these are included in the appendix. The topic guides were designed to specify issues and topics to be explored within each individual depth interview.

Table 6.1 shows the topic guide structures.

**Table 6.1: Qualitative topic guide structures**

Qualitative wave 1 topic guide structure	Qualitative wave 2 topic guide structure
<ul style="list-style-type: none"> <li>▪ Introduction to the research interview and consent to participate.</li> <li>▪ Participant introduction.</li> <li>▪ Experiences of being referred to a food bank.</li> <li>▪ Factors influencing referral to a food bank/ destitution (including experiences related to work, health and wellbeing, housing, social security, formal support and relationships/ interactions).</li> <li>▪ Overall reflections on experiences and support needs.</li> <li>▪ Wind down and next steps for wave 2 of the research.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Introduction to the research interview and consent to participate.</li> <li>▪ Participant warm up.</li> <li>▪ Check-in on factors influencing their material wellbeing (including experiences of formal support, bills and outgoings, physical and mental health and work).</li> <li>▪ Follow-up on food bank use.</li> <li>▪ Barriers to seeking support.</li> <li>▪ Wind down.</li> </ul>

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

### 6.2.2 Participant-facing terminology

Reflecting previous research carried out by the Trussell Trust 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 Trust 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.

# 7 Sampling and recruitment

## 7.1 Sample design

The sample design was based on a purposive sampling approach to capture diversity of those who had been referred to a food bank. 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 population of interest, Ipsos and the Trussell Trust drew on existing evidence about food bank use and the emerging findings from the food bank survey carried out as part of the overall programme of research. This evidence suggested that it was important to include the views of people with a range of circumstances and experiences including a mix of:

- Work status and experiences.
- Household structures.
- Ethnic backgrounds.
- Disability status (for self and others in the household).
- Experience of benefits sanctions and/or deductions.
- Geographical location including region (Scotland, England, Northern Ireland and Wales).

These criteria were set as primary characteristics for the qualitative sample. Further secondary quotas were set for different age categories, gender, types of benefits in receipt of and urbanisation levels. All quotas were achieved.

To allow the interviews to explore experiences of destitution a secondary quota was also set to include people who during the food bank survey reported going without two or more essentials. This was based on Q47-Q52 in the food bank survey which reflects the Joseph Rowntree Foundation definition of destitution<sup>19</sup> and is as follows:

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)

<sup>19</sup> [https://pure.hw.ac.uk/ws/portalfiles/portal/43031740/Destitution2019\\_Technical\\_Report.pdf](https://pure.hw.ac.uk/ws/portalfiles/portal/43031740/Destitution2019_Technical_Report.pdf)

Table 7.1 shows the quotas set and achieved for wave 1 of the qualitative research.

**Table 7.1: Qualitative wave 1 sample quotas**

Sampling	Categories	Targets (50 total)	Achieved
<b>Primary quotas</b>			
<b>Work status</b>	In work (part-time/ full-time)	Min 10 across the two categories (aim for at least 4 of each)	11
	Adverse work experiences		10
<b>Household structure</b>	Single adult living alone	Min 8	26
	Family with 3 or more children living in the household	Min 8	8
<b>Ethnicity</b>	Ethnic minority groups	Min 15	15
<b>Disability</b>	Mental and physical disability, or limiting health condition	Min 15 across the two categories (aim for at least 4 of each)	15
	Household member with a health condition/disability		
<b>Region</b>	Scotland	Min 5	5
	Wales	Min 5	6
	Northern Ireland	Min 5	5
<b>Sanctions</b>	Experienced a benefit income deduction or benefit sanction	Min 5 to have experienced deduction or sanction	10
<b>Deductions</b>			
<b>Secondary quotas</b>			
<b>Age</b>	18-30	Monitor to ensure a spread	10
	31-54		30
	55+		10
<b>Gender</b>	Male	Aim for at least 20 x male and 20 x female although recognise likely to be influenced by household structure (e.g., we may find female single mothers and male living alone respondents).	21
	Female		29
	Other/Prefer not to say		0
<b>Destitution Experience</b>	Going without 2 or more essentials	Aim for all to meet this criterion however flag if looks like unable to meet this for all participants.	50
<b>Urbanisation</b>	A good balance of rural/urban locations	Urban	41
		Rural	9

The sample for wave 2 was designed to include a good mix of the different types of circumstances and experiences as had been included in wave 1 of the research. Within this, the sample specifically sought to include participants close to the labour market to explore whether there had been any changes in work status since their initial interview. Table 7.2 shows the quotas set and achieved for wave 2.

**Table 7.2: Qualitative wave 2 sample quotas**

Sampling	Categories	Targets (30 total)	Achieved
<b>Primary quotas</b>			
<b>Work status</b>	In work (part-time/ full-time)	Prioritise those who are in full time/ part-time employment	10
	Adverse work experiences	Prioritise those who are unemployed and looking for work	8
<b>Household structure</b>	Single adult living alone	At least 8	17
	Family with 3 or more children living in the household	At least 2	6
<b>Ethnicity</b>	Ethnic minority groups	At least 5	10
<b>Disability</b>	Mental and physical disability, or limiting health condition	At least 5	6
	Household member with a health condition/disability		
<b>Region</b>	Scotland	At least 1 from each region	3
	Wales		4
	Northern Ireland		2
<b>Sanctions</b>	Experienced a benefit income deduction or benefit sanction	At least 3	15
<b>Deductions</b>			
<b>Secondary quotas</b>			
<b>Age</b>	18-30	Aim for spread	8
	31-54		16
	55+		6
<b>Gender</b>	Male	Aim for even mix	14
	Female		16
<b>Urbanisation</b>	Urban	Aim for at least 2 rural	26
	Rural		4

## 7.2 Recruitment approach

Recruitment was carried out using the recontact details provided by each potential participant when they took part in the food bank survey. Potential participants were therefore contacted via telephone and/ or email.

During the recruitment process, we aimed to remove as many barriers to participation as possible by:

- Incorporating expert in-house advice in developing recruitment and research materials for vulnerable groups and when exploring sensitive topics including the lived experience of poverty.
- Offering flexibility in scheduling interviews to support people in being able to take part and allowing them to choose times that best suited their personal needs, schedules, and caring responsibilities.

This included being flexible where participants asked to reschedule their interview due to lack of availability or ability to participate on the day itself.

- Considering the needs of the digitally excluded though offering interviews by telephone in addition to video call.
- Offering to break the 90-minute wave 1 interviews into two 45-minute discussions to accommodate personal needs, schedules and caring responsibilities.

### 7.2.1 Thank you payments

All participants were offered a thank you payment of £50 high-street shopping voucher for taking part in an individual depth interview. Vouchers were provided by email or post depending on participant preference. Those participating in both waves received a £50 voucher for each interview.

## 8 Data collection

### 8.1 Individual depth interviews

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

Wave 1 discussions lasted 60 to 90 minutes to ensure participants had time to discuss their experiences and to build in sufficient time to:

- Include a slow-paced warm-up to the discussion so that participants could be clear on the research aims, consent and also build initial rapport with the interviewer during a 'participant introduction'.
- Include a wind-down of the discussion during which interviewers could move the discussion to different, less challenging topics before ending the conversation.

Participants were given the option to split the 90-minute interview into two 45-minute sessions. One participant opted for this approach.

Wave 2 discussions lasted 45 to 60 minutes with similar considerations built in for warm up and wind down time allocation. Where possible, participants were interviewed by the same interviewer across both wave 1 and wave 2 to support participant engagement with the research.

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

### 8.2 Interviewer briefing

An interviewer briefing was carried out for each wave of the qualitative research. The wave 1 briefing covered the following topics:

- Research background including the aims of the research (this was provided by a member of the Trussell Trust team who attended the briefing) 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, a briefing of the Ipsos Disclosure Policy and strategies for managing challenging research encounters.

Given that wave 2 interviews were carried out by members of the wave 1 interviewing team, the wave 2 briefing was shorter, recapping on key topics detailed above and focusing on a detailed briefing of the wave 2 topic guide content.

In addition to the briefing, the Trussell Trust provided the interviewing team with a crib sheet providing a glossary of terms related to benefits and food banks.

### 8.3 Pilot fieldwork

Both qualitative waves began with pilot interviews to check the efficacy and usability of the topic guide. The wave 1 pilot involved five interviews. This identified a number of suggested changes to the topic guide and recruitment approach which were implemented including:

- Avoiding future focused questions as these could be difficult for participants to engage with, particularly when thinking about whether they thought their current challenges would change in the future.
- Providing suggested neutral topics for interviewers to use in the warm up and wind down sections of the topic guide as these could be difficult to spontaneously identify during the interview.
- Avoiding carrying out fieldwork on Fridays. During the pilot phase the Ipsos team reflected that support organisations that were included in signposting information for participants were sometimes only open Monday-Friday meaning that participants may not be able to access these promptly after a Friday interview. It was also noted that avoiding Friday fieldwork could also support interviewer wellbeing, providing greater decompression time between completing an interview and the weekend.

The wave 2 pilot included four pilot interviews. Changes to the topic guide identified and implemented included a restructure to the order in which formal support topics were explored. Initially, benefits were the first topic for exploration but during the pilot interviewers observed that this could be a 'heavy' topic for participants, and it was therefore moved to later within the discussion.

## 8.4 Mainstage fieldwork

Following the pilot stage, remaining interviews were completed. All 50 interviews for wave 1 were completed during July and August 2022. All 30 interviews for wave 2 were completed during October and November 2022.

## 8.5 Safeguarding

A number of steps were put in place regarding participant safeguarding.

- The project was reviewed by the internal Ipsos Ethics Group who based on their experience offered advice and support regarding the research approach and the design of the research materials.
- The research team were briefed on the Ipsos Disclosure Policy and also supported by an experienced member of the Ipsos UK Disclosure Board who was available 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 included a list of 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 updated for wave 2 interviews to include details of organisations that could offer advice and support related to the cost-of-living (reflecting the emergence of this crisis), and loneliness (e.g., befriending services) as interviewers observed that this type of signposting could be useful for participants.

### 8.5.1 Researcher welfare

The welfare of the interviewing team was also considered with the following steps put in place:

- A dedicated 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 during a day.
- Access to Ipsos' 24-hour Employee Helpline which can offer confidential, free counselling session to staff who need it, for whatever reason.

## 9 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. All recorded interviews were transcribed.

To ensure effective data management and to support data interpretation we used software package NVivo12. This involved:

- Development of a thematic framework (or 'code frame') for each wave of data collection. This framework was developed reflecting the lines in enquiry in the topic guide for each wave.
- Coding each interview transcript into this framework.

This enabled us to efficiently and robustly analyse the data to identify key factors influencing experiences of destitution across participants.

This was supported by interviewer analysis sessions, bringing together the interviewers to discuss interviews carried out, share the stories they heard and begin to identify themes and narratives which were then further explored in the coded data.

During analysis we drew on the socio-ecological framework to structure and understand the data. The socio-ecological framework is a theory-based conceptual model which enhances the understanding of the interactions between multifaceted aspects of the individual and the environment. The theory was first developed with the goal of better understanding the major contributors affecting individuals' health and to highlight the interactive effects of **personal** and **societal** factors. The theory has later been expanded to look at other social policy issues, including poverty, food insecurity, and resilience (for examples using this framework see Keller, et al 2007<sup>20</sup> or Baron et al 2014)<sup>21</sup>. Application of this framework to data analysis for this study enabled us to explore and understand the different personal, community and state level factors influencing individual experiences and need for food bank support.

---

<sup>20</sup> Keller, H.H., Dwyer, J.J., Senson, C., Edwards, V. and Edward, G., 2007. A social ecological perspective of the influential factors for food access described by low-income seniors. *Journal of Hunger & Environmental Nutrition*, 1(3), pp.27-44.

<sup>21</sup> Baron, S.L., Beard, S., Davis, L.K., Delp, L., Forst, L., Kidd-Taylor, A., Liebman, A.K., Linnan, L., Punnett, L. and Welch, L.S., 2014. Promoting integrated approaches to reducing health inequities among low-income workers: Applying a social-ecological framework. *American journal of industrial medicine*, 57(5), pp.539-556.

# 10 Evaluation of study approach

## 10.1 Quantitative Research

Some food banks found the process easier than others but all the food banks who agreed to take part were willing to support the study. Food banks reported that the process was overall easy to manage and that briefing materials were clear and easy to understand. Where they were able, food banks also reported helping people to complete the surveys if participants asked for assistance.

*“Most people seemed receptive to taking one and we have made a note of everyone who received one for duplication purposes. We handed them over rather than putting in boxes to ensure they only went out in the specified timeframe.”*

However, there were challenges and not all were able to start on time due to Covid delays, other sickness reasons, annual leave or lack of available resources.

Ipsos received feedback from some food banks that the questionnaire was perhaps too long but they felt that the £5 voucher was reported to have been a sufficient thank you payment to encourage participation.

Response rates for the survey of people referred to food banks has been estimated based on figures supplied by food banks for the number of survey packs they distributed. Recruiters often had to make contact several times to reach the right person to provide this information. Maintaining communication with food banks during the data collection was important for monitoring progress and addressing any issues e.g. if the survey packs had not been delivered to food bank.

Estimating a likely response rate at the study inception was very difficult. While information from the soft launch had indicated a likely response rate of c.20% (30 completed questionnaires from 150 distributed in each food bank), some food banks achieved significantly more completed questionnaires than others. The average number of questionnaires received from each participating food bank (excluding booster) was 24 questionnaires – but the range was from two to 51 questionnaires. More of the participating food banks in England, Scotland and Wales achieved fewer than expected questionnaires. This meant that there was a shortfall in the expected number of questionnaires, requiring a booster survey to top up the number of completes. Before the next wave of the study in 2024, it will be important to take into account learnings from the first wave of the study, including possibly reviewing the number and type of participating food banks in each of the four UK nations and regions.

## 10.2 Qualitative Research

During the qualitative phase of the research, we identified a number of learnings for engaging this target audience.

As anticipated, during recruitment we found that providing ample interviewer availability was important reflecting the need for flexibility for when people take part in an interview. We also found that recruiting during the early part of the week for participation later during the same week was most successful as participants were able to clearly identify their availability. The recruitment process also reinforced the importance of interviewers being flexible and responsive to participant requests to reschedule interviews to best fit their ability or availability to take part on the day itself.

Another learning around scheduling was to avoid interviewing on Fridays. Early during the fieldwork period, the research team reflected that some support services signposted to in the information sheet were only open Monday- Friday. This meant that if interviews were carried out on a Friday there could be instances where after taking part in an interview a participant would like to seek support but would not be able to do so until the following Monday. Avoiding Friday fieldwork also emerged as beneficial to the research team who would have limited time to decompress or discuss any concerns raised before the weekend if carrying out interviews on a Friday.

Participants were offered a high street voucher to thank them for their participation. In wave 1 of the research this was a Love2Shop voucher which covers a range of shopping outlets. However, in wave 2 we took a more tailored approach to vouchers giving participants the option for a Love2Shop voucher or to specify a voucher for a particular supermarket (if such a voucher was available). We felt that this would give participants greater choice over a voucher that would best suit their needs. It should be noted however that this approach required greater administrative resource.

As anticipated, matching the interviewer between wave 1 and wave 2 interviews worked well. In these instances, interviewers had already built up a rapport with participants and were able to quickly build on this during the interview.

# 11 Appendices

## 11.1 Covering letter

Reference number XXXXXX

Date as postmarked

Dear Madam/Sir

**Please complete this survey on the cost of living and receive a £5 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 experiences with the cost of living and any support you have recently received.

**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 <a href="http://www.foodbanksurvey.co.uk">www.foodbanksurvey.co.uk</a>
	2. Enter code <<<CODE>>> and complete the survey
	3. Receive £5 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 £5 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 **0808 101 6229** 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. The languages covered below are available online. Or you can follow this guidance to arrange for the questionnaire to be completed in your preferred language.

<p>يمكنك إكمال الاستبيان باللغة العربية عبر الإنترنت أو عن طريق الاتصال برقم الهاتف 0800 152 2770</p>	<p>તમે ઓનલાઇન ગુજરાતીમાં અથવા ટેલિફોન નંબર પર કોલ કરીને સર્વે પૂર્ણ કરી શકો છો 0800 152 2797</p>	<p>آپ سروے کو اردو میں آن لائن یا ٹیلی فون نمبر پر کال کر کے مکمل کر سکتے ہیں۔ 0800 152 2766</p>	<p>Puoi completare il sondaggio in italiano chiamando il numero di telefono 0800 151 0990</p>	<p>Puede completar la encuesta en español llamando al número de teléfono 0800 151 0184</p>
<p>আপনি অনলাইনে বা টেলিফোন নম্বরে কল করে বাংলায় জরিপটি সম্পূর্ণ করতে পারেন 0800 152 2771</p>	<p>Ankietę możesz wypełnić w języku polskim online lub dzwoniąc pod numer telefonu 0800 151 0610</p>	<p>Gallwch gwblhau'r arolwg yn Gymraeg ar-lein neu drwy ffonio'r rhif ffôn 0800 152 2559</p>	<p>Apklausą lietuvių kalba galite užpildyti paskambinę nurodytu telefono numeriu 0800 151 0991</p>	<p>தொலைபேசி எண்ணில் தொடர்பு கொண்டு கணக்கெடுப்பை தமிழில் முடிக்கலாம் 0800 151 0192</p>
<p>می توانید نظرسنجی را به زبان فارسی به صورت آنلاین و یا از طریق تماس با شماره تلفن تکمیل نمایید 0800 157 7794</p>	<p>Você pode preencher a pesquisa em português online ou ligando para o número de telefone 0800 151 0520</p>	<p>你可以透過撥打電話號碼以粵語完成調查 0800 152 2776</p>	<p>您可以拨打电话以普通话完成调查 0800 151 0993</p>	<p>Anketi Türkçe olarak telefon numarasını arayarak tamamlayabilirsiniz 0800 152 2515</p>
<p>Vous pouvez remplir le sondage en français en ligne ou en appelant le numéro de téléphone 0800 152 2795</p>	<p>ਤੁਸੀਂ ਔਨਲਾਈਨ ਪੰਜਾਬੀ ਵਿੱਚ ਜਾਂ ਟੈਲੀਫੋਨ ਨੰਬਰ 'ਤੇ ਕਾਲ ਕਰਕੇ ਸਰਵੇਖਣ ਪੂਰਾ ਕਰ ਸਕਦੇ ਹੋ 0800 151 0887</p>	<p>Sie können die Umfrage in deutscher Sprache unter der Telefonnummer ausfüllen 0800 152 2796</p>	<p>Waxaad sahanka ku buuxin kartaa af Soomaali adiga oo wacaya lambarka taleefanka 0800 151 0408</p>	<p>For other languages call 0808 101 6229</p>

## 11.2 Invitation leaflet



# 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/>.



### 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.





## WOULD YOU PREFER TO COMPLETE THE SURVEY BY TELEPHONE?

Please contact Ipsos on 0808 101 6229 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 £5 VOUCHER

After you have completed the survey, you will receive a £5 voucher. 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. Ipsos will securely remove your personal data from its systems by August 2024. 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 0808 101 6229 or [FoodBankSurvey@ipsos.com](mailto: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 Translation crib sheet

**June 2022**

# **Survey of people referred to food banks**

**How to take part in other languages**

# Contents

1. What this document covers .....	5
Who is carrying out the survey?.....	5
What is this survey about? .....	5
How can I take find out more? .....	5
2. Languages covered .....	6
2.1 Arabic .....	6
من يقوم بالمسح؟.....	6
ما هو هذا الاستطلاع حول؟ .....	6
كيف يمكنني معرفة المزيد؟.....	6
2.2 Bengali.....	6
কারা জরিপ চালাচ্ছে? .....	6
এই সমীক্ষা কি সম্পর্কে? .....	6
আমি কিভাবে আরো খুঁজে নিতে পারি?.....	6
2.2 Chinese (Simplified).....	7
谁在进行调查？ .....	7
这项调查是关于什么的？ .....	7
我怎样才能了解更多信息？ .....	7
2.3 Chinese (Traditional) .....	7
誰在進行調查？ .....	7
這項調查是關於什麼的？ .....	7
我怎樣才能了解更多信息？ .....	7
2.4 Farsi .....	7
چه کسی نظرسنجی را انجام می دهد.....	7
این نظرسنجی در مورد چیست؟ .....	8
چگونه می توانم بیشتر بدانم؟ .....	8
2.5 French.....	8
Qui réalise l'enquête ?.....	8
De quoi parle cette enquête? .....	8
Comment puis-je en savoir plus ? .....	8
2.6 German .....	8
Wer führt die Umfrage durch? .....	8
Worum geht es in dieser Umfrage? .....	8
Wie kann ich mehr erfahren?.....	9

<b>2.7 Gurjarati</b> .....	9
સર્વે કોણ કરે છે? .....	9
આ સર્વે શેના વિશે છે? .....	9
હું વધુ કેવી રીતે શોધી શકું?.....	9
<b>2.8 Italian</b> .....	9
Chi sta effettuando il sondaggio? .....	9
Di cosa tratta questo sondaggio? .....	9
Come posso prendere per saperne di più?.....	10
<b>2.9 Lithuanian</b> .....	10
Kas atlieka apklausą?.....	10
Apie ką ši apklausa?.....	10
Kaip aš galiu sužinoti daugiau? .....	10
<b>2.10 Portuguese</b> .....	10
Quem está realizando a pesquisa?.....	10
Do que se trata esta pesquisa? .....	10
Como posso tirar para saber mais? .....	10
<b>2.11 Polish</b> .....	11
Kto przeprowadza ankietę? .....	11
Czego dotyczy ta ankieta? .....	11
Jak mogę dowiedzieć się więcej? .....	11
<b>2.12 Punjabi</b> .....	11
ਸਰਵੇਖਣ ਕੌਣ ਕਰ ਰਿਹਾ ਹੈ? .....	11
ਇਹ ਸਰਵੇਖਣ ਕਿਸ ਬਾਰੇ ਹੈ? .....	11
ਮੈਂ ਹੋਰ ਜਾਣਕਾਰੀ ਕਿਵੇਂ ਲੈ ਸਕਦਾ/ਸਕਦੀ ਹਾਂ? .....	11
<b>2.13 Somali</b> .....	12
Yaa samaynaya sahanka?.....	12
Sahankan muxuu ku saabsan yahay?.....	12
Sideen ku ogaan karaa wax badan? .....	12
<b>2.14 Spanish</b> .....	12
¿Quién está realizando la encuesta? .....	12
¿De qué se trata esta encuesta? .....	12
¿Cómo puedo obtener más información? .....	12

<b>2.15 Tamil</b> .....	13
கணக்கெடுப்பை நடத்துவது யார்? .....	13
இந்த சர்வே எதைப் பற்றியது? .....	13
நான் எப்படி மேலும் கண்டுபிடிக்க முடியும்? .....	13
<b>2.16 Urdu</b> .....	13
سروے کون کر رہا ہے؟ .....	13
یہ سروے کس بارے میں ہے؟ .....	13
میں مزید معلومات کیسے لے .....	13
<b>2.17 Welsh</b> .....	14
<b>Pwy sy'n cynnal yr arolwg?</b> .....	14
<b>Am beth mae'r arolwg hwn?</b> .....	14
<b>Sut alla i gael rhagor o wybodaeth?</b> .....	14

# 1. What this document covers

The following text has been translated into a number of different languages to help those who do not speak or understand English.

## 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/>

## 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.

## 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 £5 gift voucher.

## 2. Languages covered

### 2.1 Arabic

من يقوم بالمسح؟

تقوم Ipsos، وهي منظمة بحثية مستقلة، بإجراء المسح نيابة عن Trussell Trust، وهي مؤسسة خيرية تدعم بنوك الطعام، بما في ذلك البنك الذي قمت بزيارته. يمكنك معرفة المزيد عن Ipsos على <http://www.ipsos.com/en-uk> ويمكنك معرفة المزيد عن Trussell Trust من خلال زيارة <https://www.trusselltrust.org/>

ما هو هذا الاستطلاع حول؟

يغطي الاستطلاع مجموعة من الموضوعات مثل تجاربك في استخدام بنوك الطعام، والصحة، وأحداث الحياة، والإسكان، والتمويل على فهم سبب زيارة الأشخاص لبنوك الطعام وكيف يمكن دعمهم في Trussell Trust ومصادر الدعم. ستساعد ردودك صندوق وقت مبكر حتى يتمكنوا من تحمل تكاليف الضروريات في الحياة.

كيف يمكنني معرفة المزيد؟

إذا كنت تفضل إكمال الاستبيان بلغة مختلفة، فيرجى الاتصال بالرقم ذي الصلة المدرج في الرسالة المرفقة. سيحصل كل من يشارك في الاستطلاع على قسيمة هدايا بقيمة 5 جنيهات إسترلينية.

### 2.2 Bengali

কারা জরিপ চালাচ্ছে?

ইপসোস, একটি স্বাধীন গবেষণা সংস্থা, ট্রাসেল ট্রাস্টের পক্ষ থেকে সমীক্ষাটি চালাচ্ছে, একটি দাতব্য সংস্থা যা খাদ্য ব্যাঙ্কগুলিকে সমর্থন করে, যার মধ্যে আপনি যেটিতে গিয়েছিলেন। আপনি <http://www.ipsos.com/en-uk> এ ইপসোস সম্পর্কে আরও জানতে পারেন আপনি <https://www.trusselltrust.org/> এ গিয়ে ট্রাসেল ট্রাস্ট সম্পর্কে আরও জানতে পারেন

এই সমীক্ষা কি সম্পর্কে?

এই সমীক্ষায় খাদ্য ব্যাঙ্ক, স্বাস্থ্য, জীবনের ঘটনা, আবাসন, আর্থিক এবং সহায়তার উত্সগুলি ব্যবহার করার মতো আপনার অভিজ্ঞতার মতো বিষয়গুলির একটি পরিসর রয়েছে। আপনার প্রতিক্রিয়া ট্রাসেল ট্রাস্টকে বুঝতে সাহায্য করবে কেন লোকেরা খাদ্য ব্যাঙ্কে যায় এবং কীভাবে তাদের আগে সমর্থন করা যেতে পারে যাতে তারা জীবনের প্রয়োজনীয় জিনিসগুলি বহন করতে পারে।

আমি কিভাবে আরো খুঁজে নিতে পারি?

আপনি যদি অন্য ভাষায় সমীক্ষাটি সম্পূর্ণ করতে চান, তাহলে অনুগ্রহ করে আপনার চিঠিতে তালিকাভুক্ত প্রাসঙ্গিক নম্বরে কল করুন। সমীক্ষায় অংশগ্রহণকারী প্রত্যেকে একটি £5 উপহার ভাউচার পাবেন।

## 2.2 Chinese (Simplified)

谁在进行调查？

Ipsos 是一家独立研究机构，它代表 Trussell Trust 进行调查。该基金会是一家支持食品银行的慈善机构，包括您访问过的那个。您可以在 <http://www.ipsos.com/en-uk> 找到有关 Ipsos 的更多信息。您可以访问 <https://www.trusselltrust.org/> 了解有关 Trussell 信托的更多信息。

这项调查是关于什么的？

该调查涵盖了一系列主题，例如您使用食物银行的经历、健康、生活事件、住房、财务和支持来源。您的回答将帮助 Trussell Trust 了解人们为何访问食品银行，以及如何在早期获得支持，以便他们能够负担生活必需品。

我怎样才能了解更多信息？

如果您希望以其他语言完成调查，请拨打随附信函中列出的相关号码。参与调查的每个人都将收到一张 5 英镑的礼券。

## 2.3 Chinese (Traditional)

誰在進行調查？

Ipsos 是一家獨立研究機構，它正代表 Trussell Trust 進行調查。該基金會是一家支持食品銀行的慈善機構，包括您曾到訪過的那個。您可以在 <http://www.ipsos.com/en-uk> 找到有關 Ipsos 的更多信息。您可以進入 <https://www.trusselltrust.org/> 了解有關 Trussell 信託的更多信息。

這項調查是關於什麼的？

該調查涵蓋了一系列主題，例如您使用食物銀行的經歷、健康、生活事件、住房、財務和支持來源。您的回答將幫助 Trussell Trust 了解人們為何訪問食品銀行，以及如何在早期獲得支持，以便他們能夠負擔生活必需品。

我怎樣才能了解更多信息？

如果您希望以其他語言完成調查，請撥打隨附信函中列出的相關號碼。參與調查的每個人都將收到一張 5 英鎊的禮券。

## 2.4 Farsi

چه کسی نظرسنجی را انجام می دهد

Ipsos، یک موسسه خیریه که از بانک های مواد، Trussell Trust یک سازمان تحقیقاتی مستقل، این نظرسنجی را از طرف، <http://www.ipsos.com/en-uk> غذایی، از جمله بانکی که شما بازدید کرده اید، حمایت می کند، انجام می دهد. می توانید در

Trussell درباره <https://www.trusselltrust.org/> اطلاعات بیشتری کسب کنید. می توانید با مراجعه به Ipsos درباره اطلاعات بیشتری کسب کنید Trust

این نظرسنجی در مورد چیست؟

این نظرسنجی طیفی از موضوعات مانند تجربیات شما در استفاده از بانک های مواد غذایی، سلامت، رویدادهای زندگی، مسکن، کمک می کند تا بفهمد چرا مردم از بانک های Trussell Trust امور مالی و منابع حمایتی را پوشش می دهد. پاسخ های شما به مواد غذایی بازدید می کنند و چگونه می توان از آنها زودتر حمایت کرد تا بتوانند از پس هزینه های ضروری زندگی برآیند.

چگونه می توانم بیشتر بدانم؟

اگر می خواهید نظرسنجی را به زبان دیگری تکمیل کنید، لطفا با شماره مربوطه درج شده در نامه خود تماس بگیرید. هر فردی که در نظرسنجی شرکت کند یک کوپن هدیه ۵ پوندی دریافت خواهد کرد.

## 2.5 French

### Qui réalise l'enquête ?

Ipsos, un organisme de recherche indépendant, mène l'enquête pour le compte du Trussell Trust, une organisation caritative qui soutient les banques alimentaires, dont celle que vous avez visitée. Vous pouvez en savoir plus sur Ipsos sur <http://www.ipsos.com/en-uk> Vous pouvez en savoir plus sur le Trussell Trust en visitant <https://www.trusselltrust.org/>

### De quoi parle cette enquête?

L'enquête couvre une gamme de sujets tels que vos expériences d'utilisation des banques alimentaires, la santé, les événements de la vie, le logement, les finances et les sources de soutien. Vos réponses aideront le Trussell Trust à comprendre pourquoi les gens visitent les banques alimentaires et comment ils peuvent être soutenus plus tôt afin qu'ils puissent subvenir à leurs besoins essentiels.

### Comment puis-je en savoir plus ?

Si vous préférez répondre à l'enquête en français, veuillez appeler le numéro correspondant indiqué sur la lettre ci-jointe. Tous ceux qui participeront à l'enquête recevront un chèque-cadeau de £5.

## 2.6 German

### Wer führt die Umfrage durch?

Ipsos, eine unabhängige Forschungsorganisation, führt die Umfrage im Auftrag des Trussell Trust durch, einer Wohltätigkeitsorganisation, die Lebensmittelbanken (Tafeln) unterstützt, einschließlich der von Ihnen besuchten. Weitere Informationen zu Ipsos finden Sie unter <http://www.ipsos.com/en-uk>. Weitere Informationen zum Trussell Trust finden Sie unter <https://www.trusselltrust.org/>

### Worum geht es in dieser Umfrage?

Die Umfrage umfasst eine Reihe von Themen wie Ihre Erfahrungen mit Lebensmittelbanken (Tafeln), Gesundheit, Lebensereignisse, Wohnen, Finanzen und Unterstützungsquellen. Ihre

Antworten helfen dem Trussell Trust zu verstehen, warum Menschen Tafeln besuchen und wie sie früher unterstützt werden können, damit sie sich das Lebensnotwendige leisten können.

## Wie kann ich mehr erfahren?

Wenn Sie die Umfrage lieber in einer anderen Sprache ausfüllen möchten, rufen Sie bitte die entsprechende Nummer an, die auf dem beigefügten Schreiben aufgeführt ist. Jeder, der an der Umfrage teilnimmt, erhält einen Geschenkgutschein im Wert von £5.

## 2.7 Gurjarati

### સર્વે કોણ કરે છે?

ઇપ્સોસ, એક સ્વતંત્ર સંશોધન સંસ્થા, ટ્રુસેલ ટ્રસ્ટ વતી સર્વેક્ષણ હાથ ધરી રહી છે, જે તમે મુલાકાત લીધી હોય તે સહિત ફૂડ બેંકોને સમર્થન આપતી ચેરિટી છે. તમે <http://www.ipsos.com/en-uk> પર Ipsos વિશે વધુ જાણી શકો છો. તમે <https://www.trusselltrust.org/> ની મુલાકાત લઈને ટ્રુસેલ ટ્રસ્ટ વિશે વધુ જાણી શકો છો.

### આ સર્વે શેના વિશે છે?

આ સર્વેક્ષણમાં ફૂડ બેંકનો ઉપયોગ કરીને તમારા અનુભવો, આરોગ્ય, જીવનની ઘટનાઓ, આવાસ, નાણાકીય અને સહાયના સ્ત્રોતો જેવા વિષયોની શ્રેણી આવરી લેવામાં આવી છે. તમારા પ્રતિભાવો ટ્રુસેલ ટ્રસ્ટને સમજવામાં મદદ કરશે કે લોકો શા માટે ફૂડ બેંકોની મુલાકાત લે છે અને તેઓને જીવનની આવશ્યક ચીજવસ્તુઓ પરવડી શકે તે માટે તેમને અગાઉ કેવી રીતે ટેકો મળી શકે છે.

### હું વધુ કેવી રીતે શોધી શકું?

જો તમે અલગ ભાષામાં સર્વેક્ષણ પૂર્ણ કરવા માંગો છો, તો કૃપા કરીને બંધ પત્ર પર સૂચિબદ્ધ સંબંધિત નંબર પર કોલ કરો. સર્વેમાં ભાગ લેનાર દરેક વ્યક્તિને £5નું ગિફ્ટ વાઉચર પ્રાપ્ત થશે.

## 2.8 Italian

### Chi sta effettuando il sondaggio?

Ipsos, un'organizzazione di ricerca indipendente, sta conducendo il sondaggio per conto del Trussell Trust, un ente di beneficenza che sostiene i banchi alimentari, compreso quello che hai visitato. Puoi saperne di più su Ipsos su <http://www.ipsos.com/en-uk>. Puoi scoprire di più sul Trussell Trust visitando <https://www.trusselltrust.org/>

### Di cosa tratta questo sondaggio?

Il sondaggio copre una serie di argomenti come le tue esperienze con i banchi alimentari, la salute, gli eventi della vita, l'alloggio, le finanze e le fonti di sostegno. Le tue risposte aiuteranno il Trussell Trust a capire perché le persone visitano i banchi alimentari e come possono essere sostenute prima, in modo che possano permettersi l'essenziale nella vita

## Come posso prendere per saperne di più?

Se preferisci completare il sondaggio in un'altra lingua, chiama il numero di riferimento indicato nella lettera allegata. Tutti coloro che prendono parte al sondaggio riceveranno un buono regalo di £5.

## 2.9 Lithuanian

### Kas atlieka apklausą?

Nepriklausoma tyrimų organizacija „Ipsos“ atlieka apklausą „Trussell Trust“ – labdaros organizacijos, remiančios maisto bankus, įskaitant tą, kurioje lankėtės, vardu. Daugiau apie Ipsos galite sužinoti adresu <http://www.ipsos.com/en-uk>. Daugiau apie Trussell Trust galite sužinoti apsilankę <https://www.trusselltrust.org/>

### Apie ką ši apklausa?

Apklausa apima įvairias temas, tokias kaip jūsų patirtis naudojant maisto bankus, sveikata, gyvenimo įvykiai, būstas, finansai ir paramos šaltiniai. Jūsų atsakymai padės Trussell Trust suprasti, kodėl žmonės lankosi maisto bankuose ir kaip jiems gali būti suteikta pagalba anksčiau, kad jie galėtų sau leisti būtiniausius dalykus gyvenime.

### Kaip aš galiu sužinoti daugiau?

Jeigu pageidaujate užpildyti apklausą kita kalba, skambinkite atitinkamu numeriu, nurodytu pridedamame laiške. Kiekvienas, kuris dalyvaus apklausoje, gaus £5 dovanų kuponą.

## 2.10 Portuguese

### Quem está realizando a pesquisa?

A Ipsos, uma organização de pesquisa independente, está realizando a pesquisa em nome do Trussell Trust, uma instituição de caridade que apoia bancos de alimentos, incluindo o que você visitou. Você pode descobrir mais sobre a Ipsos em <http://www.ipsos.com/en-uk>. Você pode descobrir mais sobre o Trussell Trust visitando <https://www.trusselltrust.org/>

### Do que se trata esta pesquisa?

A pesquisa abrange uma variedade de tópicos, como suas experiências com bancos de alimentos, saúde, eventos da vida, moradia, finanças e fontes de apoio. Suas respostas ajudarão o Trussell Trust a entender por que as pessoas visitam bancos de alimentos e como podem ser apoiadas mais cedo para que possam pagar o essencial na vida.

### Como posso tirar para saber mais?

Se você preferir preencher a pesquisa em um idioma diferente, ligue para o número relevante listado na carta anexa. Todos que participarem da pesquisa receberão um vale-presente de £5.

## 2.11 Polish

### Kto przeprowadza ankietę?

Ipsos, niezależna organizacja badawcza, przeprowadza ankietę w imieniu Trussell Trust, organizacji charytatywnej wspierającej banki żywności, w tym ten, który odwiedziłeś. Więcej informacji o Ipsos znajdziesz na <http://www.ipsos.com/en-uk> Więcej informacji na temat Trussell Trust można znaleźć na stronie <https://www.trusselltrust.org/>

### Czego dotyczy ta ankieta?

Ankieta obejmuje szereg tematów, takich jak Twoje doświadczenia z bankami żywności, zdrowie, wydarzenia życiowe, mieszkalnictwo, finanse i źródła wsparcia. Twoje odpowiedzi pomogą Trussell Trust zrozumieć, dlaczego ludzie odwiedzają banki żywności i jak można ich wcześniej wesprzeć, aby mogli sobie pozwolić na to, co niezbędne w życiu.

### Jak mogę dowiedzieć się więcej?

Jeśli wolisz wypełnić ankietę w innym języku, zadzwoń pod numer podany w załączonym piśmie. Każdy, kto weźmie udział w ankiecie, otrzyma bon upominkowy o wartości 5 GBP.

## 2.12 Punjabi

### ਸਰਵੇਖਣ ਕੌਣ ਕਰ ਰਿਹਾ ਹੈ?

ਇਪਸੋਸ, ਇੱਕ ਸੁਤੰਤਰ ਖੋਜ ਸੰਸਥਾ, ਟਰਸੇਲ ਟਰੱਸਟ ਦੀ ਤਰਫੋਂ ਸਰਵੇਖਣ ਕਰ ਰਹੀ ਹੈ, ਇੱਕ ਚੈਰਿਟੀ ਜੋ ਫੂਡ ਬੈਂਕਾਂ ਦਾ ਸਮਰਥਨ ਕਰਦੀ ਹੈ, ਜਿਸ ਵਿੱਚ ਤੁਸੀਂ ਗਏ ਸੀ। ਤੁਸੀਂ Ipsos ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ <http://www.ipsos.com/en-uk> 'ਤੇ ਲੈ ਸਕਦੇ ਹੋ। ਤੁਸੀਂ <https://www.trusselltrust.org/> 'ਤੇ ਜਾ ਕੇ ਟਰਸੇਲ ਟਰੱਸਟ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ।

### ਇਹ ਸਰਵੇਖਣ ਕਿਸ ਬਾਰੇ ਹੈ?

ਸਰਵੇਖਣ ਵਿੱਚ ਕਈ ਵਿਸ਼ਿਆਂ ਨੂੰ ਸ਼ਾਮਲ ਕੀਤਾ ਗਿਆ ਹੈ ਜਿਵੇਂ ਕਿ ਫੂਡ ਬੈਂਕਾਂ, ਸਿਹਤ, ਜੀਵਨ ਦੀਆਂ ਘਟਨਾਵਾਂ, ਰਿਹਾਇਸ਼, ਵਿੱਤ ਅਤੇ ਸਹਾਇਤਾ ਦੇ ਸਰੋਤਾਂ ਦੀ ਵਰਤੋਂ ਕਰਦੇ ਹੋਏ ਤੁਹਾਡੇ ਅਨੁਭਵ। ਤੁਹਾਡੇ ਜਵਾਬ ਟਰਸੇਲ ਟਰੱਸਟ ਨੂੰ ਇਹ ਸਮਝਣ ਵਿੱਚ ਮਦਦ ਕਰਨਗੇ ਕਿ ਲੋਕ ਫੂਡ ਬੈਂਕਾਂ ਵਿੱਚ ਕਿਉਂ ਜਾਂਦੇ ਹਨ ਅਤੇ ਉਹਨਾਂ ਨੂੰ ਪਹਿਲਾਂ ਕਿਵੇਂ ਸਹਾਇਤਾ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ ਤਾਂ ਜੋ ਉਹ ਜੀਵਨ ਵਿੱਚ ਜ਼ਰੂਰੀ ਚੀਜ਼ਾਂ ਨੂੰ ਬਰਦਾਸ਼ਤ ਕਰ ਸਕਣ।

### ਮੈਂ ਹੋਰ ਜਾਣਕਾਰੀ ਕਿਵੇਂ ਲੈ ਸਕਦਾ/ਸਕਦੀ ਹਾਂ?

ਜੇਕਰ ਤੁਸੀਂ ਸਰਵੇਖਣ ਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਪੂਰਾ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਨੱਥੀ ਪੱਤਰ 'ਤੇ ਸੂਚੀਬੱਧ ਸੰਬੰਧਿਤ ਨੰਬਰ 'ਤੇ ਕਾਲ ਕਰੋ। ਸਰਵੇਖਣ ਵਿੱਚ ਹਿੱਸਾ ਲੈਣ ਵਾਲੇ ਹਰ ਵਿਅਕਤੀ ਨੂੰ £5 ਦਾ ਤੋਹਫ਼ਾ ਵਾਉਚਰ ਮਿਲੇਗਾ।

## 2.13 Somali

### Yaa samaynaya sahanka?

Ipsos, oo ah hay'ad cilmi-baaris oo madax-banaan, ayaa sahanka ku fulinaysa magaca Trussell Trust, oo ah hay'ad samafal oo taageerta bangiyada cuntada, oo uu ku jiro midka aad booqatay. Waxaad ka heli kartaa wax badan oo ku saabsan Ipsos <http://www.ipsos.com/en-uk> Waxaad wax badan ka ogaan kartaa Trussell Trust adoo booqanaya <https://www.trusselltrust.org/>

### Sahankan muxuu ku saabsan yahay?

Sahanku wuxuu daboolayaa mowduucyo kala duwan sida khibradaada isticmaalka bangiyada cuntada, caafimaadka, dhacdooyinka nolosha, guriyeynta, dhaqaalaha iyo ilaha taageerada. Jawaabahaagu waxay ka caawin doonaan Trussell Trust inay fahmaan sababta ay dadku u booqdaan bangiyada cuntada iyo sida loo taageeri karo goor hore si ay u awoodaan waxyaabaha lagama maarmaanka u ah nolosha.

### Sideen ku ogaan karaa wax badan?

Haddii aad rabto inaad ku dhammaystirto sahanka luqad kale, fadlan wac lambarka khuseeya ee ku qoran warqaddaada. Qof kasta oo ka qaybqaata sahanka waxa uu heli doonaa boonno hadiyad ah oo £5 ah.

## 2.14 Spanish

### ¿Quién está realizando la encuesta?

Ipsos, una organización de investigación independiente, está realizando la encuesta en nombre de Trussell Trust, una organización benéfica que apoya a los bancos de alimentos, incluido el que visitó. Puede obtener más información sobre Ipsos en <http://www.ipsos.com/en-uk>. Puede obtener más información sobre Trussell Trust visitando <https://www.trusselltrust.org/>

### ¿De qué se trata esta encuesta?

La encuesta cubre una variedad de temas, como sus experiencias con los bancos de alimentos, la salud, los acontecimientos de la vida, la vivienda, las finanzas y las fuentes de apoyo. Sus respuestas ayudarán a Trussell Trust a comprender por qué las personas visitan los bancos de alimentos y cómo pueden recibir apoyo antes para que puedan pagar lo esencial en la vida.

### ¿Cómo puedo obtener más información?

Si prefiere completar la encuesta en otro idioma, llame al número correspondiente que figura en la carta adjunta. Todos los que participen en la encuesta recibirán un vale regalo de £5.

## 2.15 Tamil

கணக்கெடுப்பை நடத்துவது யார்?

நீங்கள் பார்வையிட்டது உட்பட உணவு வங்கிகளுக்கு ஆதரவளிக்கும் தொண்டு நிறுவனமான Trussell Trust சார்பாக Ipsos என்ற ஒரு சுயாதீன ஆராய்ச்சி நிறுவனம் இந்த ஆய்வை மேற்கொள்கிறது. <http://www.ipsos.com/en-uk>. இல் Ipsos பற்றி மேலும் அறியலாம். <https://www.trusselltrust.org/> ஐப் பார்வையிடுவதன் மூலம் Trussell Trust பற்றி மேலும் அறியலாம்

இந்த சர்வே எதைப் பற்றியது?

உணவு வங்கிகள், உடல்நலம், வாழ்க்கை நிகழ்வுகள், வீட்டுவசதி, நிதி மற்றும் ஆதரவு ஆதாரங்களைப் பயன்படுத்தி உங்கள் அனுபவங்கள் போன்ற பல தலைப்புகளை இந்த கணக்கெடுப்பு உள்ளடக்கியது. உங்கள் பதில்கள், மக்கள் ஏன் உணவு வங்கிகளுக்குச் செல்கிறார்கள் என்பதையும், அவர்கள் வாழ்வில் அத்தியாவசியமானவற்றை வாங்குவதற்கு எப்படி முன்னதாகவே அவர்களுக்கு ஆதரவளிக்க முடியும் என்பதையும் டிரஸ்ஸல் அறக்கட்டளை புரிந்துகொள்ள உதவும்.

நான் எப்படி மேலும் கண்டுபிடிக்க முடியும்?

வேறொரு மொழியில் கணக்கெடுப்பை முடிக்க விரும்பினால், இணைக்கப்பட்ட கடிதத்தில் பட்டியலிடப்பட்டுள்ள தொடர்புடைய எண்ணை அழைக்கவும் கணக்கெடுப்பில் பங்கேற்கும் அனைவருக்கும் £5 பரிசு வவுச்சர் வழங்கப்படும்.

## 2.16 Urdu

سرورے کون کر رہا ہے؟

Trussell Trust میں جس میں سرورے کر رہا ہے، جو ایک خیراتی ادارہ ہے جو فوڈ بینکوں کو سپورٹ کرتا ہے، جس میں Ipsos آپ کے بارے میں مزید معلومات حاصل کر سکتے ہیں۔ <http://www.ipsos.com/en-uk> آپ کے بارے میں مزید معلومات حاصل کر سکتے ہیں۔ <https://www.trusselltrust.org/> آپ / پر جا کر ٹرسٹ کے بارے میں مزید معلومات حاصل کر سکتے ہیں۔

یہ سرورے کس بارے میں ہے؟

احاطہ کیا گیا ہے جیسے کہ فوڈ بینک، صحت، زندگی کے واقعات، رہائش، مالیات اور معاونت کے ذرائع استعمال کرتے ہوئے آپ کے تجربات۔ آپ کے جوابات سے ٹرسٹ کو یہ سمجھنے میں مدد ملے گی کہ لوگ فوڈ بینک کیوں جاتے ہیں اور انہیں پہلے کیسے سپورٹ کیا جا سکتا ہے تاکہ وہ زندگی میں ضروری چیزیں برداشت کر سکیں۔

میں مزید معلومات کیسے لے

اگر آپ اردو میں سرورے میں حصہ لینا چاہتے ہیں تو براہ کرم اپنے خط کے پچھلے حصے کے متعلقہ نمبر پر کال کریں۔  
سرورے میں حصہ لینے والے ہر شخص کو 5£ کا گفٹ واؤچر ملے گا۔

## 2.17 Welsh

### Pwy sy'n cynnal yr arolwg?

Mae Ipsos, sefydliad ymchwil annibynnol, yn cynnal yr arolwg ar ran Ymddiriedolaeth Trussell, elusen sy'n cefnogi banciau bwyd, gan gynnwys yr un y gwnaethoch ymweld â hi. Gallwch gael rhagor o wybodaeth am Ipsos yn <http://www.ipsos.com/en-uk> Gallwch ddarganfod mwy am Ymddiriedolaeth Trussell trwy fynd i <https://www.trusselltrust.org/>

### Am beth mae'r arolwg hwn?

Mae'r arolwg yn ymdrin ag amrywiaeth o bynciau megis eich profiadau o ddefnyddio banciau bwyd, iechyd, digwyddiadau bywyd, tai, cyllid a ffynonellau cymorth. Bydd eich ymatebion yn helpu Ymddiriedolaeth Trussell i ddeall pam mae pobl yn ymweld â banciau bwyd a sut y gellir eu cefnogi yn gynharach fel y gallant fforddio hanfodion bywyd.

### Sut alla i gael rhagor o wybodaeth?

Os yw'n well gennych gwblhau'r arolwg mewn iaith arall, ffoniwch y rhif perthnasol a restrir ar y llythyr atodedig. Bydd pawb sy'n cymryd rhan yn yr arolwg yn derbyn taleb anrheg gwerth £5.

## 11.4 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 23 May
- 150 packs (100, if you took part in a survey pilot in March and April 2022)
- 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 19 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 is 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
  - 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 2022.
  - 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 5 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 £5 incentive 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 £5 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

### Each person who takes part will receive a £5 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 (**0808 101 6229**) or via email to [foodbanksurvey@ipsos.com](mailto: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 (3<sup>rd</sup> August)

### 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 link. Ipsos intend to give only one £5 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 is impossible to keep track of who has already had a survey pack across the study fieldwork period.

### 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 2024. 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 without 28 days of being notified.
- Please contact the Trussell Trust directly should you wish to discuss our complaints policy.

## 11.5 People referred to food bank survey (England version of the questionnaire)

# FOOD BANK SURVEY

## Date of completion

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

## 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 impact your relationship with the food bank or the Trussell Trust, or any of the benefits you may be receiving.

## Please read the following before completing this questionnaire

Most of the questions inside this booklet can be answered simply by 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**  
**Kymberley Road**  
**Harrow**  
**HA1 1PT**

# HOUSEHOLD COMPOSITION AND ACTIVITIES / EMPLOYMENT

## 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

## 02 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) one box per row.

- Yes
- No
- No children live with me

## 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 06**
- 1 other adult .....
- 2 other adults .....
- 3 other adults .....
- 4 other adults .....
- 5 or more other adults .....

## 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

**06 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 is provided as part of any employment.  
Please cross (X) all that apply.**

- Yes, someone I live with
- Yes, someone I do not live with
- No
- 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 09**
- Yes, more than one paid job → **Go to 09**
- No, I have no paid job at the moment → **Go to 10**

**09 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 zero-hours contract (also known as a non-guaranteed hours contract) .....
  - A casual / flexible contract.....
  - A temporary / fixed term or seasonal contract with more than three months remaining .
  - A temporary / fixed term or seasonal contract with less than three months remaining ...
  - A permanent (or open-ended) job / contract .....
  - Apprenticeship or another training scheme .....
  - I do not have a contract .....
  - Something else (please say what).....
- 
- Don't know .....
  - Prefer not to say .....

**Go to 11**

**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 mean 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

**Difficulty finding work**

- I have tried to find work but haven't been successful
- 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 the employment market
- 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

### 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"/>				
Your friends	<input type="checkbox"/>				
Your community (e.g. neighbours, local club, community group)	<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?

**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"/> Any other adverse life experience not listed above             |
| <input type="checkbox"/> Domestic violence or abuse   | <input type="checkbox"/> None of these things   |
| <input type="checkbox"/> Relationship with your parents/family breaking down                        | <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
- A temporary flat or house provided by the local council
- Other statutory accommodation (e.g. supported accommodation or NASS 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.**

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

**Please cross (X) all that apply.**

- Income from benefits (including Child Benefit, Housing Benefit, the State Pension or tax credit)
- Earnings as an employee, worker or self-employed worker
- Income in the form of crisis grants or support 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
- Other
- No source of income

**20 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 21**
- Go to 22**

21

**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 .....

Go to 27

22

**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
- None of the above
- I don't know what the Universal Credit payment covers
- I don't claim Universal Credit

23

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

To the best of your knowledge, have you been subject to the benefit cap at any point in the last three months?

The benefit cap is a policy that limits the total amount of money you can get from benefits. Your benefits are reduced if you get more than the limit that applies to your circumstances.

**Please cross (X) only one answer.**

- Yes
- No
- Don't know
- Prefer not to say

24

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

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
- No
- Don't know

**25 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?

**Please cross (X) only one answer.**

- Yes → **Go to 26**
- No → **Go to 27**
- Don't know → **Go to 27**

**26 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

**27 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

**28 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 have no income, please write in 0.

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

Monthly income: £

**OR** Weekly income: £

**29 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.**

- |  |  |
|--|--|
| <input type="checkbox"/> None at all     | <input type="checkbox"/> Don't know        |
| <input type="checkbox"/> Less than £50   | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> £50-£99         |  |
| <input type="checkbox"/> £100-£999       |  |
| <input type="checkbox"/> £1000-£5000     |  |
| <input type="checkbox"/> More than £5000 |  |

**30 This question should be answered by everyone.**

Do you pay rent at all?

**Please cross (X) only one answer.**

- Yes → **Go to 31**
- No → **Go to 34**

**31 Please answer this question if you pay rent.**

What is your rent?

**Please tell us how much your landlord charges in total**

£

**32 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

**33 Please answer this question if you pay rent.**

In the last month, how much rent did you actually pay yourself?

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.

£

**34 This question should be answered by everyone.**

Do you have a mortgage?

**Please cross (X) only one answer.**

- Yes → **Go to 35**
- No → **Go to 36**

**35 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

**36 This question should be answered by everyone.**

In the last 3 months has your household income changed at all?

Please cross (X) only one answer.

- Yes, it has gone down → Go to 37
- Yes, it has gone up ..... } Go to 40
- Yes, it has varied a lot ..... }
- No, it has stayed about the same ..... }
- Don't know ..... }
- Prefer not to say ..... }

**37 Please answer this question if your household income has gone down in last 3 months.**

What was/were the reason/s for this drop in your household income in the last 3 months?

Please cross (X) all that apply.

- Less income from benefits → Go to 38
- Less income from work → Go to 39
- Less financial support from family or friends not living with me ..... }
- Less income from pensions..... }
- Less financial support from a charity ..... }
- Less income from investments ..... }
- Relationship breakdown ..... }
- Less income in the form of crisis grants or support from your local authority ..... }
- Child support payments not being paid..... }
- Other ..... }

**38 Please answer this question if you have had less income from benefits in the last 3 months.**

And was that recent drop in benefit income due to...

Please cross (X) all that apply.

- Change of circumstances
- The payments weren't correct
- Benefit sanction
- Money being taken off your benefits to repay money to the Government e.g. to repay a benefits advance, tax overpayment, or council tax arrears.
- Money being taken off your benefits to repay arrears on bills (e.g. your electricity or rent)
- Loss of entitlement or eligibility for benefits
- A delay in the payment of the benefit
- Other reason
- Don't know

**39 Please answer this question if you have had less income from work in the last 3 months.**

Why was there less income from work in the last 3 months?

**Please cross (X) all that apply.**

- Loss of job
- Pay cut
- Offered fewer work hours
- Wages were not paid, or were withheld
- Unpaid sick leave
- Illness/not able to work
- Maternity/paternity leave
- Taking unpaid leave due to caring commitments
- Had to take time off work for other reasons
- Other reason
- Don't know

**40 This question should be answered by everyone.**

In the last three months, have you faced a large, but unexpected one off cost, such as paying to replace a broken household appliance (for example a washing machine or cooker), a rental deposit, having to move home without much notice, or other bills that you have faced difficulty in paying?

**Please cross (X) only one answer.**

- Yes  Prefer not to say
- No

**41 This question should be answered by everyone.**

Which of the following best describes your current financial situation?

**Please cross (X) only one answer.**

- I am keeping up with all bills and credit commitments without any difficulty → **Go to 43**
- I am keeping up with all bills and credit commitments but it is a struggle from time to time .....
- I am keeping up with all bills and credit commitments but it is a constant struggle . } **Go to 42**
- I am having real financial problems and have fallen behind with bills or credit commitments.....
- I don't have any bills or credit commitments .....
- Don't know .....
- Prefer not to say .....

**42 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.**

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

**43 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 or electricity
- Water and sewerage
- Telephone/mobile phone/broadband
- TV licence
- Rent or mortgage costs
- Other arrears
- We are up-to-date with all payments

**44 Please answer this question if you are behind on any household bills.**

In the last 12 months, which, if any, of the following have happened as a result of you being behind with any of your household bills?

**Please cross (X) all that apply.**

- I / we have experienced bailiff action
- I / we have experienced a court order
- I / we have been threatened with court action
- I / we have agreed a repayment plan (e.g. with the organisation we owe money to or the DWP)
- Other
- None of these
- Don't know

**45 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
- "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

### 46A 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"/>
Assistance from your local authority in the form of a loan, cash grant, or other form of support (e.g. shopping vouchers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 46B 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
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Section 17 payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 47 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

**48** This question should be answered by everyone.

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 cross (X) only one answer.

- Yes  
 No

**49** 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

**50** This question should be answered by everyone.

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

Please cross (X) only one answer.

- Yes  
 No

**51** This question should be answered by everyone.

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

Please cross (X) only one answer.

- Yes  
 No

**52** This question should be answered by everyone.

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

Please cross (X) only one answer.

- Yes  
 No

**53** This question should be answered by everyone.

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 cross (X) only one answer.

- Yes  
 No

**54 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

**55 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

**56 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 3 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
- 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

**57 This question should be answered by everyone.**

Some food banks may give you advice or information about other services, or directly refer you to services provided by other organisations.

Thinking about your most recent referral, which if any, of the following services did the food bank support you with, refer you to, or provide information about?

**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
- Support for issues related to gambling
- Support for issues related to drug or alcohol dependency
- I wasn't provided with information or support about any other services
- I don't remember if I was given any information or support about other services
- Prefer not to say

**58A This question should be answered by everyone.**

We know that the experience of needing support from a food bank can be very challenging for people.

Could you tell us to what extent, if at all, you agree with the following statements about your recent visit to or delivery from the food bank:

**Please cross (X) one box per row.**

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
I was treated with dignity by staff and volunteers at the food bank	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt that the staff and volunteers at the food bank cared about me as a person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt embarrassed while receiving support from the food bank	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The support the food bank provided me with improved my emotional well-being	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**58B 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.**

- This is the first time
- Two to three times
- Four to six times
- More than six times, but not every month
- Every month or more often
- Don't know
- Prefer not to say

## 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.

### 59 This question should be answered by everyone.

Which of the following best describes you?

Please cross (X) only one answer.

- Female  
 Male  
 Non binary

Prefer to self-describe – write in

Prefer not to say

### 60 This question should be answered by everyone.

Is your gender identity the same as the sex you were registered at birth?

Please cross (X) only one answer.

- Yes  
 No

Prefer not to say

### 61 Please answer this question if it is applicable to you. If not, please go to 62.

Are you currently pregnant?

Please cross (X) only one answer.

- Yes  
 No

Don't know

Prefer not to say

### 62 This question should be answered by everyone.

Which of the following best describes your sexual orientation?

Please cross (X) only one answer.

- Straight / Heterosexual  
 Gay or Lesbian  
 Bisexual

Other sexual orientation,  
write in

Prefer not to say

### 63 This question should be answered by everyone.

What is your religion?

Please cross (X) only one answer.

- No religion  
 Christian (all denominations)  
 Buddhist  
 Hindu  
 Jewish  
 Muslim  
 Sikh

Any other religion, write in

Prefer not to say

Don't know

**64 This question should be answered by everyone.**

How old are you?

Please enter a number for, or cross (X), only one answer.

Write in

Prefer not to say

**65 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
- No

Prefer not to say

**66 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

**67 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
- No

Prefer not to say

## 68 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 £5 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.

If you wish to receive a voucher, your name and contact details will be passed on to our provider who will post or email your voucher within 4 weeks of us receiving this 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 (**0808 101 6229**). 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 2024.

**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"/>		

## 11.6 National population survey

## Trussell Trust GenPop survey - KnowledgePanel – Internal Use Only

### 1. HOUSEHOLD COMPOSITION AND ACTIVITIES/EMPLOYMENT

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  
OPEN TEXT. ALLOW BLANKS OR ZERO FOR ZERO. CHECK NUMBER ADDS TO NUMBER AT 01  
**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 (Q04 = 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 OR Q4 NOT 1]
2. Yes, someone I do not live with
3. No
4. 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 zero-hours contract (also known as a non-guaranteed hours contract)
2. A casual / flexible contract
3. A temporary / fixed term or seasonal contract with more than three months remaining
4. A temporary / fixed term or seasonal contract with less than three months remaining
5. A permanent (or open-ended) job / contract
6. Apprenticeship or another training scheme
7. I do not have a contract
8. Something else (please say what)
9. Don't know
10. Prefer not to say

**ASK IF EMPLOYED (Q08 = CODES 1 OR 2)****Q9b\_empentitle**

**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.**

**Pay which meets or exceeds the National Minimum Wage/National Living Wage**

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

**Holiday pay**

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

**A statement setting out the terms of your engagement in the role (such as an employment contract or a letter)**

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

**Statutory sick pay**

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

**Enrolment into a pension scheme**

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

**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

**Difficulty finding work**

6. I have tried to find work but haven't been successful
7. I am looking for a specific type of role or job that I haven't found or hasn't been available
8. I only want to work specific hours and haven't found a suitable job
9. I don't have a permanent place to live
10. I don't have sufficient access to the internet
11. I am waiting to hear back from jobs that I have applied for
12. I want some time out of the employment market
13. Some other reason (please say what)
14. Don't know
15. 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
6. Prefer not to say

## 2. ATTITUDINAL QUESTIONS

ASK ALL  
SINGLE CODE

Q12\_ fbankneed

**To what extent do you agree or disagree with the following statement: “Food banks should not be needed in the UK. By "food bank", we mean organisations that are run by a charity or local community group, that provide emergency food parcels to people in financial hardship.**

*Please select one option only*

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. Don't know

ASK ALL  
SINGLE CODE

Q13\_ povact

**To what extent do you agree or disagree with the following statement: more action needs to be taken to better protect people from being unable to afford the essentials in the UK.**

*Please select one option only*

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. Don't know

ASK ALL  
SINGLE CODE

Q14\_fbakend

**And to what extent do you agree or disagree with the following statement: ending the need for food banks in the UK is possible.**

*Please select one option only*

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. Don't know

### 3. 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 OR 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

## 4. 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?**

*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 violence or abuse
9. Relationship with your parents/family breaking down
10. Alcohol dependency
11. Illicit drug dependency
12. A problem with gambling
13. Getting in trouble with the police e.g. an arrest or a caution
14. Being discharged from prison
15. Problem with your right to work or live in the UK
16. Any other adverse life experience not listed above
17. None of these things
18. 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*

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

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
3. A temporary flat or house provided by the local council
4. Other statutory accommodation (e.g. supported accommodation or NASS 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

## 5. 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 (including Child Benefit, Housing Benefit, the State Pension or tax credit)
2. Earnings as an employee, worker or self-employed worker
3. Income in the form of crisis grants or support from your local authority
4. Help with rent or bills from family/friends not living with you
5. Cash support from a charity
6. Income from private pensions
7. Income from investments
8. Other
9. No source of income
10. Don't know
11. 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, WALES, N IRELAND]
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 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. None of the above
7. I don't know what the Universal Credit payment covers

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

**Q23\_benfcap**

**To the best of your knowledge, have you been subject to the benefit cap at any point in the last three months?**

The benefit cap is a policy that limits the total amount of money you can get from benefits. Your benefits are reduced if you get more than the limit that applies to your circumstances.

*Please select one option only*

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

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

## 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
2. No
3. 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 loans or other debt and fines?

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 or the Council)
5. To repay a Hardship Payment from the DWP
6. To repay a court fine / fines
7. To repay council tax arrears
8. Because of deductions from third parties (e.g. to repay arrears on rent or energy bills)
9. Other debts and fines
10. 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  
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 have no income, please write in 0.

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

Monthly income: £

OR Weekly income: £

**Prefer not to say**

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-£999
5. £1000-£5000
6. More than £5000
7. Don't know
8. Prefer not to say

ASK ALL  
SINGLE CODE

Q30\_rent

Do you pay rent at all?

*Please select one option only*

1. Yes
2. No

ASK IF PAYING RENT (q30=code1)

OPEN TEXT

Q31\_renttot

**What is your rent?**

WRITE IN

£

We will ask how long that covers at the next question.

Please tell us how much your landlord charges in total

*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 actually pay yourself?**

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 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.

£ per month

Prefer not to say

ASK ALL  
SINGLE CODE  
Q36\_incchange

**In the last 3 months has your household income changed at all?**

*Please select option that applies best*

1. Yes, it has gone down
2. Yes, it has gone up
3. Yes, it has varied a lot
4. No, it has stayed about the same
5. Don't know
6. Prefer not to say

**ASK ALL  
SINGLE CODE****Q40\_oneoffcost**

**In the last three months, have you faced a large, but unexpected cost, such as paying to replace a broken household appliance (for example a washing machine or cooker), a rental deposit, having to move home without much notice, or an unexpected increase to your bills that you have faced difficulty in paying?**

*Please select one option only*

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

**ASK ALL  
MULTI 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)  
MULTI 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 or electricity
3. [ENGLAND, WALES AND N IRELAND:] 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 IF BEHIND ON ANY HOUSEHOLD BILLS (Q43 = CODES 1-7)****MULTI CODE****Q44\_billsarrears2**

In the last 12 months, which, if any, of the following have happened as a result of you being behind with any of your household bills?

*Please select all that apply*

1. I / we have experienced bailiff action
2. I / we have experienced a court order
3. I / we have been threatened with court action
4. I / we have agreed a repayment plan (e.g. with the organisation we owe money to or the DWP)
5. Other
6. None of these
7. Don't know

**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.Unlicensed lender (e.g. loan shark)
- 8.Car finance
- 9.Catalogues paid by instalment
- 10.“Buy Now Pay Later” online payments from providers such as Klarna, or Afterpay
- 11.Hire purchase payments for appliances (e.g. fridge, washing machine, business equipment, etc.)
- 12.Other
- 13.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

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
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?**

Almost every month

Some months but not every month

Only 1 or 2 months

Don't know

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

**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 a food bank or other emergency food provider?**

*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

ASK ALL  
SINGLE CODE

Q55P\_foodshop

In which ONE of the following supermarkets do you do MOST of your food / grocery shopping?

If it is more than one store, please choose the one at which you feel you have spent the most money in the last 6 months, based on your best estimate. If you are not responsible for your household's grocery shopping, please indicate the supermarket used by the person who is.

*Please select one answer only*

- 1.Aldi
- 2.Amazon Prime Pantry
- 3.AmazonFresh
- 4.Asda
- 5.Best-One
- 6.Booths
- 7.Budgens
- 8.Costco
- 9.Costcutter
- 10.Farmfoods
- 11.Happy Shopper
- 12.Iceland
- 13.Lidl
- 14.Londis
- 15.Makro
- 16.Marks & Spencer
- 17.Morrisons
- 18.Nisa
19. Ocado
- 20.Premier Stores
- 21.Sainsbury's
- 22.SPAR
- 23.Tesco
- 24.The Co-operative
- 25.Waitrose & Partners
- 26.Whole Foods
- 27.Other
- 28.Don't know
- 29.Not applicable - I don't do my grocery shopping at a supermarket

## ADDITIONAL 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 – write in
5. Prefer not to say

ASK ALL  
SINGLE CODE

**Q60\_gend2**

**Is your gender identity the same as the sex you were registered at birth?**

Please select one option only.

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

ASK THOSE WHO ARE FEMALE AND SAME GENDER IDENTITY AS SEX REGISTERED AT BIRTH  
(Q59=1 and Q60=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 IN ENGLAND**  
**SINGLE CODE****Q63A\_relig****What is your religion?**

Please select one option only

1. No religion
2. Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
3. Buddhist
4. Hindu
5. Jewish
6. Muslim
7. Sikh
8. Any other religion, write in
9. Prefer not to say
10. Don't know

**ASK IN WALES**  
**SINGLE CODE****Q63B\_relig****What is your religion?**

Please select one option only

1. No religion
2. Christian (all denominations)
3. Buddhist
4. Hindu
5. Jewish
6. Muslim
7. Sikh
8. Any other religion, write in
9. Prefer not to say
10. Don't know

ASK IN SCOTLAND  
SINGLE CODE  
Q63C\_relig

**What is your religion?**

Please select one option only

1. No religion
2. Church of Scotland
3. Roman Catholic
4. Other Christian
5. Buddhist
6. Hindu
7. Jewish
8. Muslim
9. Sikh
10. Any other religion, write in
11. Prefer not to say
12. Don't know

ASK IN NORTHERN IRELAND  
SINGLE CODE  
Q63C\_relig

**What is your religion?**

Please select one option only

1. No religion
2. Catholic
3. Presbyterian
4. Church of Ireland
5. Methodist
6. Baptist
7. Free Presbyterian
8. Brethren
9. Protestant – other, including not specified
10. Christian – other, including not specified
11. Buddhist

12. Hindu
13. Jewish
14. Muslim
15. Sikh
16. Any other religion, write in
17. Prefer not to say
18. Don't know

ASK ALL  
SINGLE CODE  
Q65\_ukasylum

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

Please select one option only.

1. Yes
2. No
3. 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

## 11.7 Privacy notice

### **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.
- Those who request a £5 gift voucher consent to Ipsos UK passing personal data to approved suppliers for the purposes of sending out the vouchers (either by email or post). Further details are provided in the next sections of this privacy notice.

### **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 and, together, they provide emergency food and support to people locked in poverty, and campaign for change to end the need for foodbanks 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
  - Blackhawk Network - electronic voucher supplier (for those who request their gift voucher by email)
  - Formara Ltd - the mailing house Ipsos UK use to provide print services and gift vouchers for those who request their gift voucher by post.

### **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 2024.

#### **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 £5 voucher will be sent to them.
- Each participant who completes a survey (either the online survey or paper survey) will be sent a £5 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).
- Ipsos UK will securely provide participants' contact details to our approved suppliers to enable them to send the vouchers.
- The deadline for receipt of questionnaires is 30 September 2022.
- If a questionnaire is received after the deadline of 30 September 2022, 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 2022. Ipsos UK cannot guarantee to provide a gift voucher for questionnaires received after 31 October 2022.
- Blackhawk Network and Formara Ltd will securely delete personal data used to enable vouchers to be sent. This will be undertaken within a reasonable time period after the survey has closed.

#### **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](mailto: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](mailto:FoodBankSurvey@ipsos.com) with '21-097062-02 Survey of people referred to food banks in the Trussell Trust network' in the email subject line.

**Post to:**

21-097062-02  
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](mailto: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

## 11.8 Target weighting profiles national population survey

### England

Age & Gender				
	<b>Male</b>	<b>Female</b>	<b><u>In another way</u></b>	<b><u>Prefer not to say</u></b>
18-24	5.48%	5.18%	0.07%	0.02%
25-34	8.62%	8.49%	0.11%	0.11%
35-44	7.98%	8.09%	0.00%	0.04%
45-54	8.46%	8.67%	0.02%	0.07%
55-64	7.50%	7.74%	0.04%	0.00%
65-74	6.03%	6.50%	0.00%	0.02%
75+	4.61%	6.12%	0.00%	0.02%

Region (NUTs3)	
North East	4.8%
North West	13.1%
Yorkshire and the Humber	9.8%
East Midlands	8.7%
West Midlands	10.5%
East of England	11.0%
London	15.7%
South East	16.3%
South West	10.2%

Education	
Degree level or above	31.0%
Below degree level	67.9%
Prefer not to say/Not Stated	1.1%

Number of adults in the household	
One adult	18.2%
Two or more adults	81.8%

IMD quintiles	
1	20%
2	20%
3	20%
4	20%
5	20%

Ethnicity	
White	84.9%
Minority ethnic group (excluding White minorities)	13.5%
Don't know/Prefer not to say	1.6%

## Wales

<b>Age &amp; Gender</b>				
	<b>Male</b>	<b>Female</b>	<b>In another way</b>	<b>Prefer not to say</b>
18-34	13.71%	13.00%	0.00%	0.00%
35-44	6.92%	7.09%	0.00%	0.00%
45-54	8.07%	8.50%	0.00%	0.12%
55-64	7.89%	8.32%	0.00%	0.24%
65-74	6.92%	7.36%	0.00%	0.00%
75+	5.15%	6.74%	0.00%	0.00%

<b>Education</b>	
Degree level or above	26.7%
Below degree level	72.6%
Prefer not to say/Not Stated	0.7%

<b>Number of adults in the household</b>	
One adult	18.8%
Two or more adults	81.2%

<b>IMD quintiles</b>	
1	20%
2	20%
3	20%
4	20%
5	20%

<b>Ethnicity</b>	
White	95.1%
Minority ethnic group (excluding White minorities)	4.2%
Don't know/Prefer not to say	0.7%

## Scotland

Age & Gender				
	<u>Male</u>	<u>Female</u>	<u>In another way</u>	<u>Prefer not to say</u>
18-34	13.69%	13.63%	0.00%	0.10%
35-44	7.39%	7.69%	0.00%	0.10%
45-54	8.28%	8.84%	0.00%	0.20%
55-64	8.03%	8.53%	0.10%	0.00%
65-74	6.21%	6.77%	0.00%	0.00%
75+	4.32%	6.13%	0.00%	0.00%

Region (NUTs3)	
Central Scotland	12.1%
Glasgow	13.1%
Highlands and Islands	8.3%
Lothian	14.6%
Mid Scotland and Fife	12.3%
North East Scotland	14.1%
South Scotland	12.6%
West Scotland	12.9%

Education	
Degree level or above	28.5%
Below degree level	70.8%
Prefer not to say/Not Stated	0.7%

Number of adults in the household	
One adult	21.7%
Two or more adults	78.3%

IMD quintiles	
1	20%
2	20%
3	20%
4	20%
5	20%

Ethnicity	
White	94.8%
Minority ethnic group (excluding White minorities)	4.8%
Don't know/Prefer not to say	0.5%

## Northern Ireland

<b>Age &amp; Gender</b>				
	<b><u>Male</u></b>	<b><u>Female</u></b>	<b><u>In another way</u></b>	<b><u>Prefer not to say</u></b>
18-34	14.21%	13.82%	0.00%	0.48%
35-44	8.01%	8.49%	0.00%	0.00%
45-54	8.62%	9.04%	0.00%	0.00%
55-64	7.77%	8.02%	0.00%	0.00%
65-74	5.68%	6.05%	0.00%	0.00%
75+	4.13%	5.70%	0.00%	0.00%

<b>Region (NUTs3)</b>	
Belfast	15.5%
East	24.5%
North	15.7%
Outer Belfast	21.8%
West and South	22.5%

<b>IMD quintiles</b>	
1	19.95%
2	20.02%
3	19.89%
4	20.02%
5	20.13%

<b>Education</b>	
Degree level or above	23.9%
Below degree level	75.0%
Prefer not to say/Not Stated	1.1%

<b>Ethnicity</b>	
White	97.9%
Minority ethnic group (excluding White minorities)	1.8%
Don't know/Prefer not to say	0.3%

<b>Number of adults in the household</b>	
One adult	16.9%
Two or more adults	83.1%

## 11.9 Qualitative recruitment screener

### Trussell Trust Hunger in the UK Research

#### Recruitment Screener

##### Research background and objectives for recruitment team:

The Trussell Trust has commissioned Ipsos to carry out a large scale, multi-strand research programme to support its strategic vision of ending the need for food banks. The overall programme of research is designed to provide evidence on: factors that may contribute to someone needing support from a food bank; how these experiences differ across the four UK nations; and what factors may help people to afford the essentials. This is all to influence the Trussell Trust's policy influencing and wider work as part of its strategy to end the need for food banks in the UK.

This qualitative strand of the research aims to understand:

1. The journeys and experiences of people in the lead up to being referred to food banks in the Trussell Trust network.
2. What happens in the medium term after those experiences.
3. What factors may have prevented them from needing support from a food bank.
4. The impact of destitution (not being able to afford the essentials), and interaction with the benefits system, on all other aspects of their life and capabilities, including health and wellbeing.

To further our understanding of the quantitative data collected through the food bank survey. This qualitative research will be carried out with people who have been referred to a food bank, taken part in the Ipsos survey amongst this audience and who have provided consent to be recontacted for further research. This survey has involved 99 food banks in the Trussell Trust network distributing surveys to those referred to them. The survey includes a re-contact question from which the qualitative sample has been drawn. The aim is to carry out 50 interviews with those who have given permission to be recontacted during July and August. We will then follow-up with 30 of these participants in October-November to understand how, if at all, circumstances have changed, and what happened in the medium term after their referral to a food bank (point 2 above).

##### Recruitment Information:

- Recruitment will start on 1 July 2022.
- A total of **50 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.
- The sample is comprised of people who have been referred to a food bank and taken part in the Ipsos survey amongst this audience. Information pertaining to 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 are going to be in severe financial hardship, are likely to be disabled and have experienced significant adverse life experiences. It is essential that this audience is approached with dignity and care.**

- Interview participants will receive a £50 high-street voucher that can be redeemed online or in-store for taking part. This will be provided as an e-voucher or via post once the interview has been completed. In cases where participants opt-in for two 45 min conversations, they will receive two £25 high-street vouchers via post or email.

### Fieldwork Timings

- Recruitment will commence from 4 July 2022
- Interview Pilots 7-11<sup>th</sup> July (4-6 interviews)
- Fieldwork will run from 14 July – 19 August 2022
- Follow-up interviews (30 participants) October-November 2022

### Fieldwork Materials

- This screener 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 up 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 General Availability and Annual Leave

The team has been instructed to keep their calendars up to date so feel free to use that as the main guide of their availability. Please do not schedule more than two interviews per day and never schedule these interviews back-to-back. The subjects of the discussions are likely to be difficult and having a break between the interviews is crucial for interviewer well-being.

[Team annual leave dates to be added here]

### Recruitment targets

Sampling	Categories	Targets (50 total)	Source of quota information
<b>Quotas</b>			
<b>Work status</b>	In work (part-time/ full-time)	Min 10 across the two categories (aim for at least 4 of each)	Q07
	Adverse work experiences		Q39
<b>Household structure</b>	Single adult living alone	Min 8	Q04
	Family with 3 or more children living in the household	Min 8	Q02
<b>Ethnicity</b>	Ethnic minority groups	Min 15	Q66

<b>Disability</b>	Mental and physical disability, or limiting health condition	Min 15 across the two categories (aim for at least 4 of each)	Q12
	Household member with a health condition/disability		Q14
<b>Country</b>	Scotland	Min 5	Appended to data
	Wales	Min 5	
	Northern Ireland	Min 5	
<b>Sanctions/ Deductions</b>	Experienced a benefit income deduction or benefit sanction	Min 5 to have experienced deduction or sanction	Q25 and Q27
<b>Soft Targets</b>			
<b>Age</b>	18-30	Monitor to ensure a spread	Q64
	31-54		
	55+		
<b>Gender</b>	Male	Suggest we aim for at least 20 x male and 20 x female although recognise likely to be influenced by household structure (e.g., we may find female single mothers and male living alone respondents).	Q59
	Female		
	Other/Prefer not to say		
<b>Destitution Experience</b>	Going without 2 or more essentials	Aim for all to meet this criterion however flag if looks like unable to meet this for all participants.	Q47-Q52
<b>Urbanisation</b>	• A good balance of rural/urban locations	Monitor to include a mix	Appended to the data
<b>Type of benefits in receipt of</b>	<ul style="list-style-type: none"> <li>• Universal Credit</li> <li>• Housing Benefit or Allowance</li> <li>• Child Benefit</li> <li>• PIP</li> <li>• Private renting/homeless</li> </ul>	Aim to include those in receipt of legacy benefits as well as those in different housing situations.	Q20
<b>Adverse life events</b>	<p>We are likely to come across those who have experienced a life event in the last 12 months which may include:</p> <ul style="list-style-type: none"> <li>• Relationship breakdown</li> <li>• Sickness/disability</li> <li>• Violence/abuse</li> <li>• Eviction</li> </ul>	Record for information	Q16

The sample provided will contain the information on all of the above based on the survey responses.

The screening questions will be used to confirm employment and living circumstances (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).

## Screening 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 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 visit food banks and how they can be supported earlier on so they 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 90 minutes in total.

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.

The conversation will cover similar topics that were in the survey you recently completed 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 your experience of using a food bank.
- 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. 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. Your answers will not be seen by anyone at the Trussell Trust, including the food bank you have been supported by, 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.

You can change your mind about taking part even after the conversation with the researcher. If you were to decide that you do not want us to use what you have shared, you could contact us by phone or email two weeks following your conversation with the researcher and we will withdraw your data.

## ASK ALL

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

S2.	<b>During the call today I would like to ask specific questions about your health to make sure that we meet 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 health to me. Would it be okay if I asked you about your health and potential accessibility needs during this call?</b> 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](mailto:FoodBankSurvey@ipsos.com) or 0808 101 6229) or Trussell Trust ([research@trusselltrust.org](mailto: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.

## ASK ALL

Q1	<b>What area of the UK are you currently living in?</b>		
	WRITE IN	1	SEE QUOTAS

## ASK ALL

Q2	<b>And please can I check, how old are you?</b>		
	WRITE IN		IF AGE HAS CHANGED, PLEASE UPDATE SAMPLE  CONTINUE

## ASK ALL

Q3	<b>In the survey, you have indicated that you are living [insert from the sample], is that still accurate?</b>		
	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  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	<b>How many children aged 16 or younger live in your household?</b>		
	WRITE IN		IF NUMBER HAS CHANGED, PLEASE UPDATE SAMPLE  CONTINUE

ASK ALL

<b>Q4.</b>	<b>In the survey, you have indicated that you are currently [insert one of the categories below based on the sample], can I please check that this is still accurate?</b>		
	<b>SINGLE CODE</b>		
	Full-time employee (30 hours a week or more)	1	<b>IF MAIN ACTIVITY HAS CHANGED, PLEASE UPDATE SAMPLE</b>  <b>CONTINUE</b>
	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	

ASK ALL

<b>Q5.</b>	<b>CHECK ACCESSIBILITY REQUIREMENTS</b>	
	<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, involving an interpreter if you need one to enable you to speak to us more easily, or splitting the conversation into two 45-minute sessions.</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><b>IF INTERESTED IN SPLITTING THE INTERVIEW INTO TWO 45-MINUTE SESSIONS PLEASE EXPLAIN:</b></p> <ul style="list-style-type: none"> <li>• These sessions would need to be within a few days of each other.</li> <li>• If you decide to have the conversation in one go, which could take up to 90-minutes, you will receive a £50 high street voucher for taking part once the conversation is complete. If you prefer to take part in two 45-minute interviews, you will receive £25 after each interview. We can send this voucher to you by post or email and it you would receive it up to 8 working days after completing your conversation.</li> </ul>	
	<b>(WRITE IN/ SIGNPOST TO WHO TO CONTACT ON INFORMATION SHEET AND RECORD WHETHER WANT 90 MINUTE OR TWO, 45 MINUTE CALLS)</b>	

## ASK ALL

Q6.	<b>Are you still happy to take part in a conversation with and Ipsos UK researcher?</b>		
	SINGLE CODE		
	Yes	1	<p>IF YES RECORD:</p> <p>DATE AND TIME/S OF INTERVIEW</p> <p>PREFERENCE FOR VIDEO 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 INCENTIVE 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

## ASK ALL

Q7.	<b>RE-CONTACT</b>	
	<p>After this first interview, we may call you again a few months later to invite you to have another conversation and see how things might have changed for you, if at all. This would be a separate conversation and those that take part would receive an additional thank you voucher.</p> <p>Would you be happy for Ipsos to contact you later this year (2022) to invite you to take part in this second stage? You do not need to say now whether you would take part in it, just whether you are happy for Ipsos to contact you about it.</p>	
	Yes	CONTINUE
	No	CONTINUE

THANK THE PARTICIPANT AND LET THEM KNOW WE ARE LOOKING FORWARD TO SPEAKING WITH THEM AT THE AGREED DATE. 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

Thank you for recently completing a survey for the Trussell Trust 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 conversation with an Ipsos UK researcher to talk about your experiences in a bit more detail. 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 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 in the Trussell Trust network. Taking part in this conversation 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.

## 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 90 minutes. During the conversation you can take a break at any time, and there will also be a scheduled 5 minute break.
- The conversation will take place via video call or telephone call - you can tell us which you would prefer. The researcher will call you at the agreed time.

During the conversation, we would like to ask you more about your experiences of using food banks including the events in your life leading up to using a food bank. The Ipsos researcher will be able to see the responses you gave to the survey you recently completed, and the conversation will cover similar topics 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 your experience of using a food bank.

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.

Those who take part will receive a £50 high street voucher 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.

If you prefer, we can schedule two separate times to talk - each lasting up to 45 minutes. If you take part in two 45-minute sessions, you will receive a £25 high street voucher after each session is complete.

After this first discussion, we may call you again a few months later to invite you to have another conversation and see how things might have changed for you, if at all. This would be a separate conversation and those that take part would receive an additional thank you voucher.

We will ask your permission to get back in touch with you later this year to invite you to take part in this second stage.

## 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 can feel uncomfortable and we would encourage you to think carefully about 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.

The Trussell Trust including the food bank you have been support by will not know that you have taken part in the research. Your answers will be shared with the Trussell Trust 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 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 agencies. 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 March 2023 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.

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 March 2023. All personal, identifying data you provided in your responses to the paper/online survey will be removed from all our systems no later than August 2024.

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 parts of your conversation with the Trussell Trust. This means that we will share some of the things you say in the discussion, including direct quotes, but we will remove or change any details that could identify you or someone in your household.

We will also write a report for the Trussell Trust which will be published online. The report may include case studies and direct quotes from conversations with participants. 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 0808 101 6229 or email [FoodBankSurvey@ipsos.com](mailto: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 splitting the conversation into two 45-minute sessions.

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, splitting the conversation into two 45-minute sessions, or anything else that would enable you to take part in this research, please contact the research team by **emailing us at [FoodBankSurvey@ipsos](mailto:FoodBankSurvey@ipsos) or calling on freephone 0808 101 6229**.

## 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 0808 101 6229 or email [FoodBankSurvey@ipsos.com](mailto: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: [www.advicenow.org.uk/contact](http://www.advicenow.org.uk/contact)

#### 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](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

**Immigration advice:**

[https://www.libertyhumanrights.org.uk/advice\\_information/i-need-immigration-advice/](https://www.libertyhumanrights.org.uk/advice_information/i-need-immigration-advice/)

**StepChange** - [stepdebtchange.org.uk](http://stepdebtchange.org.uk)

Organisation offering free debt advice and money management.

Freephone: 0800 138 1111

**Gingerbread (single parents)** - [www.gingerbread.org.uk](http://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/](http://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: [www.advicenow.org.uk/contact](http://www.advicenow.org.uk/contact)

**Turn2us** - [www.turn2us.org.uk](http://www.turn2us.org.uk)

A national charity that helps people in financial hardship to gain access to welfare benefits, charitable grants and support services.

Freephone: 0808 802 200

**The Money Advice Service (MoneyHelper in Wales)** - [www.moneyadviceservice.org.uk/en/corporate/contact-us](http://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). Tynetalk: text 18001 than 0800 915 4622

## Disability

**Disability Law Service** - [www.dls.org.uk](http://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](mailto:advice@dls.org.uk)

## Mental Health and Wellbeing

**Mind** - [www.mind.org.uk](http://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](http://www.samaritans.org)

A charity that provides emotional support for anyone who is struggling or in distress.

Freephone: 116 123 Email: [jo@samaritans.org](mailto:jo@samaritans.org) (response time 24 hours)

## 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

Thank you for recently taking part in a discussion with an Ipsos UK researcher on behalf of the Trussell Trust. We spoke about your experiences of receiving support from a food bank, health, life events, finances, and experiences of other support. During our conversation you agreed to be re-contacted about taking part in a follow-up discussion. We are now inviting you to take part in another conversation

with an Ipsos UK researcher to talk about your experiences in a bit more detail. 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 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 in the Trussell Trust network. Taking part in this conversation 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.

## 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 60 minutes. During the conversation you can take a break at any time, and there will also be a scheduled 5 minute break.
- The conversation will take place via video call or telephone call - you can tell us which you would prefer. The researcher will call you at the agreed time.

During the conversation, we would like to ask you more about your experiences of using food banks including the events in your life leading up to using a food bank. The Ipsos researcher will be able to see the responses you gave to the survey you recently completed, and the conversation will cover similar topics 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 your experience of using a food bank.

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.

Those who take part will receive a £50 high street voucher 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 can feel uncomfortable and we would encourage you to think carefully about 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.

The Trussell Trust including the food bank you have been supported by will not know that you have taken part in the research. Your answers will be shared with the Trussell Trust 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 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 agencies. 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 March 2023 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.

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 March 2023. All personal, identifying data you provided in your responses to the paper/online survey will be removed from all our systems no later than August 2024.

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 parts of your conversation with the Trussell Trust. This means that we will share some of the things you say in the discussion, including direct quotes, but we will remove or change any details that could identify you or someone in your household.

We will also write a report for the Trussell Trust which will be published online. The report may include case studies and direct quotes from conversations with participants. 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 0808 101 6229 or email [FoodBankSurvey@ipsos.com](mailto: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 splitting the conversation into two sessions.

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, splitting the conversation into two sessions, or anything else that would enable you to take part in this research, please contact the research team by **emailing us at [FoodBankSurvey@ipsos](mailto:FoodBankSurvey@ipsos) or calling on freephone 0808 101 6229.**

## 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 0808 101 6229 or email [FoodBankSurvey@ipsos.com](mailto:FoodBankSurvey@ipsos.com)

## Opportunities to share your experience

If you would like other opportunities to share your experience, raise awareness and push for long-term change, the Trussell Trust have a dedicated Stories Team who can support you through this. You can reach out to the Stories team by emailing [story@trusselltrust.org](mailto:story@trusselltrust.org) or visiting <https://www.trusselltrust.org/what-we-do/real-stories/share-your-story/>. The Trussell Trust will never share your details without your permission.

## 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: [www.advicenow.org.uk/contact](http://www.advicenow.org.uk/contact)

#### Scottish Welfare Fund (Scotland) crisis grants

All Local Councils run the Scottish Welfare Fund. This includes a crisis grant which can be applied for (provided eligible) and can cover cost of food and gas and electricity in an emergency.

[www.mygov.scot/scottish-welfare-fund/crisis-grants](http://www.mygov.scot/scottish-welfare-fund/crisis-grants)

#### 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>

## 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](https://england.shelter.org.uk/get_help)

Freephone: 0808 800 4444 Monday to Friday, 8am - 8pm; Weekends and bank holidays, 9am - 5pm

## Support around rising energy bills:

### Household Support Fund

If you are struggling to pay for essentials such as food and energy, you can apply for support to cover these costs with this fund. Call your local council or go on their website for details.

Find your local council information here: <https://www.gov.uk/find-local-council>

### British Gas Energy Trust

British Gas Energy Trust are an independent charitable trust set up to support families and individuals facing financial hardship and fuel poverty across England, Wales and Scotland.

[www.britishgas.co.uk/energy/british-gas-energy-trust.html](http://www.britishgas.co.uk/energy/british-gas-energy-trust.html)

### Home Energy Scotland - <https://www.homeenergyscotland.org/contact-advice-support-funding/>

A non-profit organisation backed by the Scottish Government that offers free, practical advice and info on energy in Scotland.

Phone: 0808 196 8660

### National Energy Action (England and Wales) - <https://www.nea.org.uk/get-help/wash-advice/wash-referral/>

A national fuel poverty and energy efficiency charity that offers a free support service known as WASH (Warm and Safe Homes).

Phone: 0800 304 7159

### NI Energy Advice - <https://www.nihe.gov.uk/Energy/Energy-Query>

This service offers impartial energy advice for those in Northern Ireland.

Phone: 0800 111 4455

More information online on Money Saving Expert:

<https://www.moneysavingexpert.com/utilities/how-to-get-help-if-you-re-struggling-with-your-energy-bills-/>

## 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](mailto:hello@thegoodgrieftrust.org)

## Immigration advice:

[https://www.libertyhumanrights.org.uk/advice\\_information/i-need-immigration-advice/](https://www.libertyhumanrights.org.uk/advice_information/i-need-immigration-advice/)

## Financial advice:

**StepChange** – [www.stepchange.org.uk](http://www.stepchange.org.uk)

Organisation offering free debt advice and money management.

Freephone: 0800 138 1111

**Gingerbread (single parents)** - [www.gingerbread.org.uk](http://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/](http://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: [www.advicenow.org.uk/contact](http://www.advicenow.org.uk/contact)

**Turn2us** - [www.turn2us.org.uk](http://www.turn2us.org.uk)

A national charity that helps people in financial hardship to gain access to welfare benefits, charitable grants and support services.

Freephone: 0808 802 200

**The Money Advice Service (MoneyHelper in Wales)** - [www.moneyadviceservice.org.uk/en/corporate/contact-us](http://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](http://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](mailto: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](mailto:advice@carersuk.org)

## **Mental Health and Wellbeing:**

**Mind** - [www.mind.org.uk](http://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](http://www.samaritans.org)

A charity that provides emotional support for anyone who is struggling or in distress.

Freephone: 116 123 Email: [jo@samaritans.org](mailto: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/>

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

**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

**Opening Doors (UK-wide)** - <https://www.openingdoors.lgbt/>

A Befriending Service for LGBTQ+ people over 50. A telephone befriending service for those in the UK and a face-to-face befriending service for those living in London.

Phone: 020 7183 6260

**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

### Cost of living payments

Unsure if you are eligible for/ should have received a cost of living payment? Check here:

<https://secure.dwp.gov.uk/report-a-missing-cost-of-living-payment/welcome>

### 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

## **11.11 Qualitative privacy notice**

### **Study with 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 United Kingdom (UK) has been commissioned by the Trussell Trust to speak to people referred to food banks in the Trussell Trust network to help understand peoples' experiences and living arrangements before being referred to a food bank.
- You are being contacted about this study because you have recently taken part in a survey conducted by Ipsos UK on behalf of the Trussell Trust. As part of this survey, you agreed that Ipsos UK could re-contact you to invite you to take part in further research.
- The aim of this research is to help the Trussell Trust understand more about the experiences and views of people who have been referred to a food bank in the Trussell Trust network. Taking part in this conversation 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.
- We are now inviting you to take part in a one-to-one conversation (research interview) about your experiences and living arrangements. Taking part will involve speaking to an Ipsos UK researcher. The conversation will last up to 90 minutes in total and take place via Zoom, Microsoft (MS) Teams or telephone call depending on your preference. (Please click on the links if you would like to read Zoom's [terms and conditions](#) or their [privacy statement](#)).
- Participation in the research interview is voluntary, and you are free to decide not to take part in this research if you do not want to. Your decision will not affect your relationship with The Trussell Trust or the food bank in the Trussell Trust network in any way.
- You have the right to change your mind about taking part after the conversation with the researcher. If you decide that you do not want us to use what you have shared please contact us on freephone 0808 101 6229 or email [FoodBankSurvey@ipsos.com](mailto:FoodBankSurvey@ipsos.com) within the two weeks following your conversation with the researcher.

### **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 and. 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 by making sure everyone can afford the essentials.
- 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. 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 the experiences that led to you receiving support from a food bank. 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.

### **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.
- 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 parts of your conversation with the Trussell Trust. This means that we will share with them quotes of things that you have said during the discussion, but these will be provided anonymously. Any details that could identify you or someone in your household will be 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 survey 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 March 2023. Any information you give us that is used to send your thank you voucher will be deleted within 3 months after taking part in an interview. All personal, identifying data obtained through the paper/online survey will be removed from all our systems no later than August 2024.

- 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 survey, after deletion your email address from Outlook, it will be 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 2023, after which they will be securely removed from our system.
- If you consent, we will use your contact details to re-contact you between September and December 2022 to invite you to take part in a further conversation. Participation in this research discussion is entirely voluntary.

#### 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 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 after the interview, please contact us on freephone **0808 101 6229** or email **FoodBankSurvey@ipsos.com** within the **two weeks** following your conversation with the researcher.
- 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 or 0808 101 6229)
- 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](mailto: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 this survey and/or your personal data?

## Contact Ipsos UK

**Email** [FoodBankSurvey@ipsos.com](mailto:FoodBankSurvey@ipsos.com) with '21-097062-02 Survey of people referred to food banks in the Trussell Trust network' in the email subject line.

**Post to:**

21-097062-02  
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](mailto:privacy@trusselltrust.org) with 'Conversations with people referred to food banks in the Trussell Trust network' in the subject line.

**Post to:**

Conversations with 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

## 11.12 Qualitative topic guides

### Hunger in the UK qual research: people who have been referred to a food bank topic guide V5

#### Background to the research

The Trussell Trust supports a network of over 1,300 food bank centres across the UK, providing food parcels to people who are referred in financial crisis. The Trussell Trust has commissioned Ipsos to carry out a large scale, multi-strand research programme to support its strategic vision of ending the need for food banks. The overall programme of research is designed to provide evidence on: factors that may contribute to someone needing support from a food bank; how these experiences differ across the four UK nations; and what factors may allow people to escape destitution.

This qualitative strand of the research aims to understand experiences leading up to a referral to a food bank in detail, what happens next for people after a referral, and the impact of financial insecurity or destitution.

This qualitative research will be carried out with people who have been referred to a food bank and taken part in the Ipsos survey amongst this audience. This survey has involved 99 food banks in The Trussell Trust network distributing surveys to those referred to them. The survey includes a re-contact question from which the qualitative sample has been drawn. The aim is to carry out 50 interviews with those who have given permission to be recontacted during July and August. We will then follow-up with 30 of these participants in October-November later this year to understand how, if at all, circumstances have changed.

#### Useful definitions/ information

**A food bank** is an independent charity that manages getting food parcels to those who need them. People are referred to a Trussell Trust food bank for emergency food provision by third parties such as their GP.

The Trussell Trust support a nationwide network of food banks which provide food and support. The Trussell Trust also campaigns for change to end the need for food banks in the UK. More information about the Trussell Trust can be found on their website (<https://www.trusselltrust.org>)

**Distribution centres** are the places where people referred to food banks come to pick up their food parcel after a referral. During the pandemic many food banks switched to delivery models, and some continue to operate in this way. Distribution centres are operated by the named food bank charity. A food bank may operate multiple distribution centres. This kind of language may not be familiar to people referred to food banks.

Where the distribution centre operates a collection process, people will have a voucher that they can exchange for a food parcel. Distribution centre staff will give out one or more food parcels depending on the person's household size (these may be pre-packed or can be packed while the person is waiting). Some may operate as a café, where people can sit down and speak to staff and get more advice. Others will be a collection point only, where people receive their parcels and leave. Where there is a delivery process, the distribution centre will pack parcels which will then be driven and delivered to those who have been referred. In delivery models, some food banks are able to offer additional support and advice 'on the doorstep' or they may have a follow-up call with someone after the delivery.

For other key terms please refer to the moderator crib sheet saved in the CES folder.

### Ethics / Disclosure

*Please note that we will add some detail here/ signposting to information following our internal ethics review.*

During the recruitment, all interviewees will have received an Information Sheet containing a list of support resources to which they can turn 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 if needed. The PDF version of the Info Sheet with the Help Card is saved in the CES folder.

### 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. Sections highlighted in **blue** should be tailored depending on participants' profile information or information they have explained to you during the interview.

Please note that not all topics will be covered with each participant. Participants will be asked to describe events/ circumstances leading up to their referral to a food bank and interviewers will use this information and survey responses to identify which questions to focus on.

### Pre-interview preparation steps

Check whether the participant has agreed to a 90- or a 45-minute interview. For the 45-minute interviews, please check the date they have agreed for the second interview, you will need to double-check with them that the date still works for them. Please make sure you leave enough time to 'wind down' the discussion. We suggest the following flows:

90-minute interview	45-minute interview #1	45-minute interview #2
Introduction: 5 mins	Introduction: 5 mins	Introduction reminder: 5 mins
Participant introduction: 10 mins	Participant introduction: 10 mins	Recap on interview #1: 5 mins
Being referred to a food bank: 15 mins	Being referred to a food bank: 15 mins	

<p>There is a built in break point here where interviewers can check if participants would like a 5 minute break.</p> <p>Factors influencing referral to a food bank/ destitution: 30-35 mins</p> <p>Overall reflections: 10 mins</p> <p>Wind down and next steps: 10-15 mins</p>	<p>Factors influencing referral to a food bank/ destitution: 5 mins - SUGGEST INITIAL BROAD DISCUSSION OF ONE AREA IDENTIFIED IF TIME</p> <p>Wind down and next steps: 10 mins</p>	<p>Factors influencing referral to a food bank/ destitution: 25 mins</p> <p>Wind down and next steps: 10 mins</p>
---	--	---

Please read the interviewee's survey responses thoroughly beforehand to ensure you have an overview of the participants' current circumstances and also as there are questions in the guide to be tailored based on survey responses. In particular, you will find the following questions provide useful background:

- Employment-related: **Q7** (employment status) and **Q10** (reasons for not working at the moment)
- Health-related: **Q12** (whether participants have a physical or mental health condition or illness lasting or expected to last 12 months or more) and **Q14** (whether someone in the household has a physical or mental health condition or illness lasting or expected to last 12 months or more).
- Support-related: **Q15** (how much participants can rely on informal support sources), and **Q56** (receipt of formal advice).
- Life-events: **Q16** (life events experienced in the last 12 months).
- Finance-related: **Q19-22** (sources of income and benefits received), **Q23-27** (experiences of benefit caps, deductions and sanctions), **Q41-45** (current financial situation and how long this has been the case for) and **Q47-52** (going without essentials).
- Food bank experiences: **Q56-58B**

Check whether they would like to receive their voucher via post or email at the end of the interview. Please make sure to have both contact details to hand to double-check that the address we have is the best address to send the thank you voucher to.

## Topic guide

Introduction	5 mins
<ul style="list-style-type: none"> <li>▪ <b>Thank</b> participant for taking part.</li> <li>▪ <b>If interview is over MS Teams</b>, please remind the participant that they are welcome to keep their camera off. If they would prefer to keep the video on, remind them that we will not be making a video recording.</li> <li>▪ <b>Introduce yourself and Ipsos</b>: We are an independent research organisation and have been commissioned by the Trussell Trust to speak to people who have been referred to a food bank. 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. This will help the Trussell Trust know more about what type of support would be useful to people with similar experiences in the future, and what they can do to influence policy so that everyone can afford the essentials we all need in life.</li> <li>▪ <b>The conversation</b>: we know that you recently completed a survey on this topic which asked you some questions about using food banks, health, life events, finances, and sources of support. In this conversation, we will go into a bit more</li> </ul>	

detail about what you shared in the survey and give you an opportunity to talk about your thoughts and experiences in your own words. There are no right or wrong answers - we are just interested in understanding your experiences. We have had a chance to see your survey responses so we will be asking about some of these during our discussion. Some of the things we will be discussing may 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*).

- **Explain voluntary participation:** if you do not wish to answer any of the questions, that is fine, please let me know and we can move on. Similarly, if you would like to stop the discussion at any time for any reason, then please let me know. If you have a question at any point, please feel free to interrupt me to raise your query.

And to remind you that taking part will not affect your relationship with the food bank, the Trussell Trust, DWP, or any other organisations that you are receiving support from or any of the benefits you may be receiving.

- **Length of the discussion: The conversation will last up to 90 min/ (for the pilot) 45 min.**

*If they have opted for a 45-minute interview, please confirm that the date they have discussed with the recruiter still works for them at the end of the interview.*

Explain that if they need to pause for any reason during the 90/45 mins, that is absolutely fine, and for the 90 minute conversation, there will be opportunity to take a break after the first part of the discussion, if they would like to take one.

- 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 record consent. If participant does not consent for the interview to be audio recorded please turn off audio recorder once consent is captured.*

Please can I check that you are happy with the following – I have six points to cover with you (capture Y/N response):

- You have received an 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.
- 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.
- As part of our conversation when talking about your experience that led you to receiving support from a food bank 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*

<ul style="list-style-type: none"> <li>If you feel comfortable, we would like to make an audio recording of our conversation. We will be talking to a few dozen people and having a recording would help us to write up our notes.</li> </ul> <p><i>IF VIDEO CALL, add:</i> We will not be making a video recording – just the audio. Recordings are stored securely, only accessible by the Ipsos research team, and are permanently destroyed two months after the publication of the report based on the data that we collect (should be around March 2023).</p>	
<p><b>Participant Introduction</b></p>	<p>10 mins</p>
<p><i>This section of the guide introduces the participant to the research, builds rapport between the moderator and participant and gives the moderator information to probe on later in the conversation.</i></p> <p><b>To start off with, I'd like to get to know you a little more.</b></p> <p><i>Probes:</i></p> <ul style="list-style-type: none"> <li>I can see from your survey results that you live in the [insert] area. How long have you been living there?</li> <li>What does your typical day or week look like?</li> <li>Who, if anyone, do you spend time with during a typical week/ day?</li> <li>Can you tell me a little bit about your household?</li> </ul> <p><b>IF NOT ALREADY COVERED: Have you experienced any significant or major changes in your life recently?</b></p>	
<p><b>Being referred to a food bank</b></p>	<p>15 mins</p>
<p><b>Now, I would like to talk about your experience of being referred to a food bank. Just as a reminder you do not have to answer any questions that make you feel uncomfortable, and we can stop or take a break at any point. Also, all the information you share with us will be kept anonymous. The food bank that supported you will never be able to identify you. Does that sound okay?</b></p> <p><b>Please could you tell me, when was the last time you were referred to a food bank?</b></p> <p><b>Had you been referred to a food bank before then?</b></p> <p><i>Probes:</i></p> <ul style="list-style-type: none"> <li>How many times have you been referred in the past 12 months?</li> </ul> <p><i>Interviewer: please explore whether the participant has been referred once or on multiple occasions. If the participant has had repeat referrals within the last year we are interested in exploring what started this pattern of referral/ has influenced ongoing need.</i></p> <p><b>[If referred more than once in the last year - thinking about the last time you were referred to a food bank] Could you please tell me a bit more about how and when you were referred to the food bank?</b></p> <p><i>Probes:</i></p> <ul style="list-style-type: none"> <li>How did you find out about the food bank?</li> <li>When was the referral made?</li> </ul>	

- Who made the referral?
- *If been referred multiple times in the last year: Is this the same way you were referred in the past? Interviewer: if different - explore different referral routes.*

*Interviewer: for the next set of questions please make note of the key events/ circumstances that were experienced in the lead up to being referred so that these can be prompted on later. Where possible, please note them in chronological order in a timeline.*

**IF REFERRED ONCE: We know that there can be a range of reasons and events leading to people being referred to a food bank. Could you please tell me a bit about what was happening for you at the time of the referral to the food bank?**

**IF REFERRED MULTIPLE TIMES OVER THE PAST YEAR: We know that there can be a range of reasons and events leading up to people being referred to a food bank. Could you please tell me a bit about what has been happening for you over the past few months around your referrals to the food bank?**

*Interviewer: allow the participant to describe their circumstances at the time of their referral.*

*Probes:*

- How were things for you in the lead-up to your referral to the food bank?

*Interviewer: probe any areas identified in survey not yet mentioned: Any changes or issues related to [check survey responses beforehand]:*

- Sources or amount of income
- Your family/ friends/ networks
- Living situation/ housing
- Health
- Employment situation (self and others in household)
- Debt / debt collection
- Did you experience any other significant events in your life around this time?

**Could you tell us about any support that you received during this time? This could for example, include financial support, advice or family or friends helping out by supporting you with some of the essentials like cooking you a meal. It could include support from organisations or from other people you know**

*Interviewer, for information - examples of support might include: GP, Local Authority, advisor at a charity, someone at children's school, someone at the bank, Citizens Advice, family, friends, neighbours, local community group.*

*Probes:*

- What were your experiences with this support?
- *If no support was received:*
  - Did you consider looking for support or advice? Can you tell me a bit more about that decision/experience?

<ul style="list-style-type: none"> <li>• Have there been any changes to where you go for support/ advice recently?</li> <li>• Is there anything that would put you off going to an organisation or individual for support or advice?</li> <li>• How clear is it where you can go to for support or advice?</li> </ul> <p><b>And what was your experience of using the food bank like?</b></p> <p><i>Interviewers: Here we need to understand their experience on two levels - in a practical sense, did they get the items they needed or any additional support that would have been helpful (e.g. signposting), and was it a positive (or not) experience.</i></p> <p><i>Probes:</i></p> <ul style="list-style-type: none"> <li>• How did you feel about being referred to the food bank?</li> <li>• Were you given any other information or support by the food bank?             <ul style="list-style-type: none"> <li>• If yes: what was this, how useful has this been, what else - if anything- could they have provided?</li> <li>• If not: what - if anything - could they have provided in terms of wider support?</li> </ul> </li> <li>• Is there anything you would have preferred had been done differently by the food bank?</li> </ul> <p><b>INTERVIEWER: IF APPROPRIATE HERE PLEASE OFFER A 5 MINUTE BREAK</b></p>	
<p><b>Factors influencing referral to a food bank/ destitution</b></p>	<p><b>35 mins</b></p>
<p><i>In the previous section we will have developed an overall understanding of key experiences/ circumstances around the participants’ referral to a food bank. This section allows us to explore these in more detail. Both responses in the previous section and the sampling/ survey responses about the participant should be used to identify which question areas to prioritise (you do not need to follow the order below). This will also be influenced by which topics participants are comfortable to talk about. Throughout please continue to add events to the chronological timeline where possible.</i></p> <p><i>The key question areas are as follows. Please note that it is suggested that - unless participant is keen to focus on employment as a topic - employment is not the first question block explored (as Trussell Trust experience is that it risks a tone of seeming shaming someone as wholly responsible for their situation).</i></p> <p><i>The relationships and interactions section should be asked of everyone, unless moderators feel it would not be appropriate.</i></p>	



*Interviewer to explain:* **Now I'd like to talk some more about events in your life and your experiences over the last couple of years. Just to remind you that this will help the Trussell Trust understand more about the situations many people across the country are experiencing. They want to understand these experiences and views better so that they can work towards making sure everyone can afford the essentials we all need in life so that no one has to turn to a food bank for support. Please remember that you do not have to answer any questions you would prefer not to and we can stop or take a break at any point. Does that sound okay?**

*Interviewer, wait for consent that they are happy to continue. If they seem distressed or uncomfortable, offer to take a break and/ or reschedule for another time. Please remind participants throughout this section that they do not need to answer any questions they would prefer not to, and that they can take a break or stop the discussion at any time.*

**Social security**

*Interviewer: please remember that there is signposting information specifically related to support/ advice regarding benefits that may be useful to highlight to participants in light of the following discussion.*

**I'd like to talk a little more about any support from social security that you or your household are currently receiving through benefits. I understand that you or your partner currently claim **RESPONSE TO Q20**/ I understand that you or your partner are / are not claiming benefits due to **RESPONSE TO Q21****

**IF CLAIMING BENEFITS**

- Can you tell me a little more about your experiences of receiving income through [name of benefits] ? *If they receive several benefits: Which of these benefits makes up the largest proportion of your income?*
- *Ask about the benefit which constitutes the biggest part of their income:*
  - How long ago did you start receiving this benefit?
  - What prompted you to start receiving this benefit?
  - Have you experienced any difficulties with accessing this support?
  - Could you tell us a little about your conversations with the **[insert name of benefit provider; for Universal Credit it will be DWP/Jobcentre]** while you applied for benefits or while you are receiving them?
  - How do you feel about any ongoing communications you have with the **[insert name of benefit provider; for Universal Credit it will be DWP/Jobcentre]**

- *If applicable:* How do you feel about communicating with them online?
- What was happening with your benefit/s around the time that you were referred to the food bank?
- *Explore benefit/s changes/ issues around time of referral/ in lead up to the referral. Prompt for which specific benefit/s were affected during this time and as much detail as possible regarding what exactly happened.*
  - Please can you tell me more about what was happening with your benefit/s around that time.
  - When did this happen? How long before your referral to the food bank?
  - How did this affect your household income?
  - Did you/ have you received financial support from anywhere/ anyone else?
  - Did you consider looking for support or advice? Can you tell me a bit more about that decision/experience?
  - Where, if anywhere, did you go to for support when this happened?
  - What support was/ would have been useful?
  - What is the situation now? Have things changed?

**May I ask whether you have applied for any benefits recently or are waiting for any benefits to start?**

*Probes if yes:*

- Which benefits have you applied for?
- Has your application been successful?
- *If don't know application outcome:* Do you know how long you will have to wait to hear back about the decision?
- *If application rejected:* do you know the reason as to why your benefits application was not approved?
- Overall, what has been your experience of applying for [benefit/s]?

IF WERE **SANCTIONED (Q27)**, had **DEDUCTIONS (Q26)**, **BENEFIT CAP (Q23)**, or **BEDROOM TAX (Q24)**:

*Interviewer: Please note that these might come up naturally during the above section 'IF CLAIMING BENEFITS' so may be best explored at the relevant point within that section.*

**I understand that you or your partner have experienced a **benefits deduction/ sanction/ were subject to the benefit cap / to the bedroom tax.** Could you please tell me what happened?** *Interviewer: here we are looking to understand if they were treated with respect during the process and whether they understood why they were subjected to sanctions/deductions.*

- When did this happen? How long before your referral to the food bank?
- Did you understand at the time why you were being subjected to **[insert sanctioned/had your benefit reduced]**?

- What conversations, if any, did you have with [organisation] about what would happen?
- How did this affect your household income?
- Where, if anywhere, did you go to for support when this happened?
- What support was/ would have been useful?
- What is the situation now? Have things changed?

#### IF NOT CLAIMING BENEFITS

**I understand that you are currently not claiming any benefits. May I ask whether you have applied for any benefits recently?**

*Probes if yes:*

- Which benefits have you applied for?
- Has your application been successful?
- *If don't know application outcome:* Do you know how long you will have to wait to hear back about the decision?
- *If application rejected:* do you know the reason as to why your benefits application was not approved?
- Overall, what has been your experience of applying for [benefit/s]?

#### **Official support**

##### **IF RECEIVED FORMAL SUPPORT AT Q56**

**I understand that you or your partner received support or advice about RESPONSE TO Q56 in the 3 months before receiving a parcel from the food bank.**

- How did you find out about/ get access to this support?
- Was the support you have received helpful? In what ways is/ was it helpful / or unhelpful?
- Did you go to anywhere else/ speak to anyone else about your situation at that time? If yes: where/ who? To what extent was this helpful?
- Are you aware of any other support that might have been available to you?
- What else would have been helpful for you or for other people living with you at that moment in time?

#### **Housing**

**I'd like to talk a little more about your living arrangements. I understand that you are living RESPONSE TO Q18**

*Interviewer: please note that for those that have moved house there may be some overlap here with discussions around formal sources of support. We are interested to understand how sources of support are impacted by move e.g. whether people previously relied on schools, GP etc. and whether they are still able to do so now that they have moved.*

- Can you tell me a little more about your current living arrangements?
- How, if at all, has your living situation changed over the last few years?
- *Probe:*
  - Moving house: if you are comfortable to do so, please can you tell me a little bit about why you recently moved

- How far away are you from where you lived previously?
  - How has the move affected who you spend time with and how you keep in touch with people?
  - Thinking about the places where you might go for advice or support about issues such as finances, health or housing. How has the move affected this? Where would you go to now if you had a query or needed support?
- Changing housing costs (rent, bills, council tax, expenses related to moving house)
- Affordability of housing costs and whether benefits received to pay for them are sufficient (i.e. whether they have to top up their housing benefit)
- *Explore housing changes/ issues around time of referral/ in lead up to the referral: If you feel comfortable doing so, please can you tell me a little more about what was happening with your living situation around that time.*
  - When did this happen? How long before your referral to the food bank?
  - Did you consider looking for support or advice? Can you tell me a bit more about that decision/experience?
  - Where, if anywhere, did you go to for support when this happened?
  - What support was/ would have been useful?
  - What is the situation now? Have things changed? What plans, if any, do you have going forwards?

### **Health and wellbeing**

**If you are comfortable doing so, I'd like to talk a little more about your health and wellbeing this may include your physical health and mental wellbeing.**

*Interviewer: please note that in this section it may be useful to speak about health of others in household (depending on whether this is identified as a key factor by the participant/ in the survey responses)*

- Can you tell me a little more about how you are doing health-wise these days?
- How, if at all, has your health changed over the last few years?
- What was happening with your health/ the health of others in your household around the time that you were referred to the food bank?
- *Explore health changes/ health conditions experienced around time of referral/ in lead up to the referral:*
  - What impact did your health have on day-to-day life during this time?  
*Thinking about your health/ the health of others in your household during that time...*
  - Did you consider looking for support or advice? Can you tell me a bit more about that decision/experience?  
Where, if anywhere, did you go to for support when this happened?
  - Was the help received needed/sufficient?
  - What support was/ would have been useful?
  - Are you aware of any other support that might have been available to you?

- Have you applied for any health-related benefits like Personal Independence payments – if so what has your experience of that process been?

### **Work**

**I'd like to talk a little more about your experiences with work. I understand that you are **RESPONSE TO Q7 [AND IF APPLICABLE] due to RESPONSE TO Q10.** Does that accurately reflect your current situation? When, if at all, did you last work, and how long ago?**

#### *PROMPTS TO USE FOR THOSE CURRENTLY WORKING*

*Note to interviewer: If they have more than one job, ask about both individually.*

- What do you do for work?
- How long have you been in your current position?
- Does the income from your job vary? If so, why/ when? How does this affect your household income? How do you manage this?

#### *PROMPTS TO USE FOR THOSE CURRENTLY NOT WORKING AND PREVIOUSLY IN EMPLOYMENT*

- What are your experiences of work? When was the last time that you were working?
- Please can you tell me a little bit about what was happening when you stopped working.
- Was there anything that could have helped you stay in employment when you left? IF YES: what type of support would have been helpful?

#### **ASK ALL**

- *If applicable:* How about the rest of your household? *Interviewer: please ask about others in household if applicable during the following questions.*
- How, if at all, has your work situation/ *the work situation of others in your household* changed over the last couple of years? How has this affected your household income?
- What was happening with your work/ *work for others in your household* around the time that you were referred to the food bank?
- *Explore any work changes/ issues around time of referral/ in lead up to the referral:*
  - When did this happen? How long before your referral to the food bank?
  - How did this affect your household income?
  - Did you consider looking for support or advice? Can you tell me a bit more about that decision/experience?
  - Where, if anywhere, did you go to for support when this happened?
  - What support was/ would have been useful?
  - What is the situation now? Have things changed?

**PROMPTS TO USE FOR THOSE CURRENTLY NOT WORKING AND LOOKING FOR WORK AND THOSE CURRENTLY IN EMPLOYMENT TO UNDERSTAND MORE ABOUT THEIR EXPERIENCES OF FINDING WORK**

- Are you currently looking for work/ different work?
- What have been your experiences of looking for work? What types of jobs are you interested in?
- How do you feel about employment? How do you think it affects/ would affect your household income?
- What are the key barriers that you have experienced/ are facing in finding employment?
- What type of information, guidance or support would be helpful? Who would you like to receive this from?

**ASK ALL: Relationships/ social interactions**

*Interviewer: Please look at Q55 (frequency of contact with family, friends, and neighbours) and Q15 (how much can you rely on friend/ family/ community for support if you have a serious problem). Most importantly, please note that this section might be difficult for people to talk about. We must make sure that we do not retraumatise participants or imply that their difficulties in maintaining relationships with friends and family is their fault/decision.*

**We would like to understand what you think about your local area and whether you speak to or see any people on a regular basis. Just to remind you that you don't need to answer any questions you prefer not to - just let me know if there are any questions you would prefer to skip.**

**I'd like to talk a little bit now about your local area. How do you feel about the area where you live now?** *Interviewer: please keep in mind that they might have moved recently due to cost of rent, domestic violence, bereavement. Please tailor questions taking their circumstances into account. You may like to build on what participant has described in the introduction section about where in the UK they live*

- What do you like/dislike about it?
- To what extent do you feel a part of the community where you live?
- We know that people have different levels of involvement with people in their local area. How often, if at all, do you speak to or see your neighbours/ other people in your local area/community?
- Are you a member of a local community group, club, or do you regularly attend a place of worship?

**IF RECENTLY MOVED**

- Why did you need to move?
- How do you feel about the move?
- How much, if any involvement did you have with neighbours/ groups/ organisations in your previous location? Do you still have contact with them?

**IF SPEAK TO NEIGHBOURS/ MEMBER OF LOCAL GROUP**

- How much involvement do you have with neighbours/ organisation/ group?  
How has this changed over the last 2 years (e.g. due to COVID-19)?

<ul style="list-style-type: none"> <li>• Have there been any times when they have helped you in any way? IF YES: Please can you tell me a little bit more about this. Has this changed over time?</li> <li>• Have you/ would you go to neighbours/ organisation/ group to talk about things going on in your life? IF YES: Please can you tell me a little more about this. Has this changed at all in the last 2 years (e.g. due to COVID-19)?</li> <li>• Have you/ would you go to neighbours/ organisation/ group for help if you had a serious problem? IF YES: Please can you tell me a little more about this. Has this changed at all in the last 2 years (e.g. due to COVID-19)?</li> <li>• Can you tell me how you would feel if you needed to go to your neighbours/a local organisation in your area for help, if you needed to?</li> </ul> <p><b>We know that people can have different relationships with their neighbours, friends, and family. Do you have people who you are in regular contact with?</b></p> <p><b>If yes:</b></p> <ul style="list-style-type: none"> <li>• Could you please tell me a little bit more about them? <i>If not family:</i> How do you know them?</li> <li>• How often do you tend to see/ talk to/ message each other? How has this changed over the last 2 years (e.g. due to COVID-19)? What, if anything stops you from seeing them more often?</li> <li>• Have there been any times when they have helped you in any way? IF YES: Please can you tell me a little bit more about this. Has this changed over time?</li> <li>• What type of support might you ask them for?</li> <li>• How much do you discuss your work/ financial circumstances with them?</li> <li>• <i>If do discuss:</i> How much do you feel you can rely on them for support if you have a serious problem?</li> <li>• <i>If do not discuss problems:</i> what might discourage you from talking to them about this?</li> </ul> <p><b>If no:</b></p> <p>Has your contact with people changed at all over the last 2 years (e.g. due to COVID-19)?</p>	
<p><b>Overall reflections</b> <span style="float: right;"><b>10 mins</b></span></p>	
<p><i>This final section will provide an opportunity to gather views and reflect on their journey over the last few years. Make sure you leave enough time for this, as participants may have a lot more to say which comes out at these more reflective questions:</i></p> <p><b>Thank you very much for talking to me about your experiences over the past few years. We are now coming to the end of our discussion.</b></p> <p><b>Firstly, is there anything we have not spoken about that you would like to mention in terms of what was going on in your life when you were referred to the food bank?</b></p> <p><b>And thinking about everything we have discussed, when would you say were the crucial moments when you needed support over the last couple of years?</b></p> <ul style="list-style-type: none"> <li>• What type of support?</li> <li>• Were you able to get this type of support?</li> <li>• What support was missing/ would have been useful?</li> <li>• Who would have been best placed to provide this?</li> </ul>	

<p><b>What things would be helpful for people in who have experienced similar life events to you in the future?</b></p> <p><b>What should the Trussell Trust be campaigning to change in the future for people who have had similar experiences?</b></p>	
<p><b>Wind down and next steps</b></p>	<p><b>15 mins</b></p>
<p><i>Interviewer: spend some time talking about something of interest to you and the participant – their children / place they live / what they watch on TV. 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"> <li>• What do you think about the weather today?</li> <li>• What do you have planned for the rest of the day?</li> <li>• What are you planning to watch on TV today/ tomorrow?</li> <li>• Do you have any plans that you are looking forward to in the next few weeks?</li> </ul> <p><b>Do you have any questions for me?</b></p> <p><b>THANK YOU :</b> 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.</p> <p>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.</p> <p>Please note that it can take up to 8 days and if they want the thank you payment sent by post there may be postal delays outside of our control.</p> <p><b>FOLLOW UP DISCUSSION IN THE AUTUMN:</b> Explain that our research project would like to follow up with people in a couple of months to see where they are at. Ask whether they would be open to us getting in touch with them again in October/November this year. Please confirm best number to contact them about this and also check if we have/ can gather any other contact information e.g. email address, alternative phone number.</p> <p><b>SIGNPOSTING:</b> 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 particular 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.</p>	

## Hunger in the UK Qual Wave 2: topic guide V4

### Recap on the background to the research

The Trussell Trust supports a network of over 1,300 food bank centres across the UK, providing food parcels to people who are referred in financial hardship. The Trussell Trust has commissioned Ipsos to carry out a large scale, multi-strand research programme to support its strategic vision of ending the need for food banks. The overall programme of research is designed to provide evidence on: factors that may contribute to someone needing support from a food bank; how these experiences differ across Northern Ireland, Scotland, Wales and England; and what factors may allow people to escape destitution.

This qualitative strand of the research aims to understand experiences leading up to a referral to a food bank in detail, what happens next for people after a referral, and the impact of financial insecurity or destitution.

This qualitative research will be carried out with people who have been referred to a food bank and taken part in the Ipsos survey amongst this audience. This survey has involved 99 food banks in The Trussell Trust network distributing surveys to people referred to them. The survey includes a re-contact question from which the qualitative sample has been drawn. The first wave of research involved 50 interviews with those who had given permission to be recontacted during July and August. This second wave of research seeks to follow-up with 30 of these participants to understand how, if at all, circumstances have changed.

### Useful definitions/ information

**Child Tax Credit and Work Tax Credit** - are legacy benefits that DWP is phasing out. It is no longer possible for anyone to make a brand-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 just the element of Work Tax Credit. In a couples' claim, each person needs to be working at least 16 hours to qualify.

**2 Child Limit** - A restriction on certain benefits where support is limited to the first two children in a family. For example, Child Tax Credit will be provided for the first two children, but not for a third, fourth or fifth. Introduced for third children born on or after 6th April 2017.

**Section 17** - Local Authorities 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 tide 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 – This is 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 is £257.69 per week.

**Benefit Deduction** - Where the DWP automatically deducts money from someone's benefit payments for debts owed to the Government as a result of benefit overpayments, budgeting loans, council tax arrears, Universal credit advances etc. Deductions can also be applied for other debts such as rent or energy bill arrears.

**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** – Those in receipt of low income benefits and tax credits may get a payment of £650 in 2 lump sums of £326 and £324 (for most this is in July and then the Autumn). There is also a disability cost of living payment of £150 which people will receive by beginning of October. Those entitled to a Winter Fuel Payment will get an extra £300 for the household from November.

**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

Please note that we have revised the signposting to the information sheet adding details about support services to combat loneliness and information about support with the cost of living.

During the recruitment, all interviewees will receive a copy of the Information Sheet containing an updated list of support resources to which they can turn 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. The PDF version of the Info Sheet with the Help Card is saved in the CES folder.

### 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. Sections highlighted in blue should be tailored depending on participants' profile information or information they have explained to you during the interview.

Please note that not all topics will be covered with each participant. Participants will be asked to describe events/ circumstances leading up to their referral to a food bank and interviewers will use this information and survey responses to identify which questions to focus on.

### Pre-interview preparation steps

Please read the interviewee's Wave 1 transcript thoroughly beforehand to ensure you have an overview of the participants' current circumstances as the interview has to be tailored based on the previous discussion. In particular, we are interested in following up on the changes in the following areas during the interview:

- The month when the last interview took place
- Which food bank(s) they used and how often
- Personal circumstances (employment, health, living arrangements)
- Formal support they were receiving (UC, PIP, other cash transfers)
- Advice they have received and whether they intended to act on that advice

- Ability to manage bills and outgoings (related to the cost-of-living crisis)

Review the topic guide to highlight the questions which might be relevant to explore based on participant Wave 1 interview responses.

Check whether they have asked to receive a physical copy of the information sheet during Wave 1 and whether we have raised concerns about this participant’s mental health to the disclosure board.

Check whether they would like to receive their voucher via post or email at the end of the interview. Please make sure to have both contact details to hand to double-check that the address we have is the best address to send the thank you voucher to.

### Topic guide

Introduction	5 mins
<ul style="list-style-type: none"> <li>▪ <b>Thank</b> the participant for taking part.</li> <li>▪ <b>Remind them of who Ipsos are and the purpose of the research study:</b> We are an independent research organisation and have been commissioned by the Trussell Trust to speak to people who have been referred to a food bank. 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. This will help the Trussell Trust know more about what type of support would be useful to people with similar experiences in the future, and what they can do to influence policy so that everyone can afford the essentials we all need in life.</li> <li>▪ <b>The discussion today:</b> In this conversation we will discuss similar topics to those we talked about last time. We would also like to ask you for your views on the types of support that would be useful for people in similar circumstances to yours. This will help the Trussell Trust understand what changes and support they should be campaigning for. There are no right or wrong answers - we are just interested in understanding your views. As last time, some of the things we will be discussing may 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 (<i>if the participant seems unsure, offer to reschedule</i>).</li> <li>▪ <b>Explain voluntary participation:</b> Similarly, if you do not wish to answer any of the questions, that is fine, please let me know and we can move on. If you would like to stop the discussion at any time for any reason, then please let me know. If you have a question at any point, please feel free to interrupt me to raise your query.</li> </ul> <p>I would also like to remind you that taking part will not affect your relationship with the food bank, the Trussell Trust, DWP, or any other organisations that you are receiving support from or any of the benefits you may be receiving.</p> <ul style="list-style-type: none"> <li>▪ <b>Length of the discussion: The conversation will last about 45-60 minutes</b></li> <li>▪ Any questions before we begin?</li> </ul> <p><b><u>GDPR consent (once the recorder is on)</u></b>  <i>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 record consent. If participant does not consent for the interview to be audio recorded please turn off audio recorder once consent is captured.</i>                      Please can I check that you are happy with the following – I have six points to cover with you (capture Y/N response):</p>	

<ul style="list-style-type: none"> <li>▪ You have received an information sheet about the research and have had a chance to ask questions about the research.</li> <li>▪ 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).</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ As part of our conversation when talking about your experience that led you to receiving support from a food bank 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. <i>Interviewer to ensure a yes / no answer to this explicit consent on record</i></li> <li>▪ If you feel comfortable, we would like to make an audio recording of our conversation. We will be talking to a few dozen people and having a recording would help us to write up our notes.</li> </ul>	
<p><b>Participant Warm-Up</b></p>	<p><b>5 mins</b></p>
<p><i>This section of the guide intends to put the participant at ease and build rapport between the moderator and the participant. It is also going to give the moderator information to probe on later in the conversation.</i></p> <p><b>When we last spoke, you had shared that you [insert a few neutral personal details that they have shared]*. Moderator, please let participant comment if they’d like to add anything or clarify anything from last interview.</b></p> <p><b>I am wondering how you have been keeping since we last spoke. Have there been any changes in your life since [July/August]?</b></p> <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 we last spoke?”</i></p>	
<p><b>Check-in of factors influencing their material well-being</b></p>	<p><b>15 mins</b></p>
<p><i>Interviewer: for the next set of questions please refer to the Wave 1 transcript to identify the circumstances / formal support which we would like to follow up on. Please note we are not exploring relationships and informal support during this stage.</i></p> <p><i>For context:</i></p> <ul style="list-style-type: none"> <li>• <i>Re formal support: it is useful to note that in some instances formal sources of support may be providing more informal advice or may be working in more informal</i></li> </ul>	

ways to distance themselves from ‘formal support’ and the perceptions around this. Please also note that participants were provided with a signposting sheet at during wave 1 research so may have reached out to these organisations.

- Trussell Trust have heard that a lot of local job centres are currently pushing for people to apply for and take part-time work so this may come up/ have changed for participants.

The areas for exploration in this section are:

<b>Area for exploration</b>	<b>Identify from Wave 1 transcript</b>	<b>For exploration in this Wave 2 interview</b>
Formal support	If in receipt of any benefits If waiting to hear about any benefits decisions.	Any changes to benefits, reasons for this and impact of these. Any receipt of cost-of-living payments and impact of these.
	If they were waiting for support from a formal organisation/ were in the process of trying to access support.	What has happened – have they heard back/ followed up. Any other support accessed since we last spoke.
Bills/ outgoings	How participants were managing with bills/ outgoings.	Any changes to bills/ outgoings including whether they have been able to clear any debts (if so, how and impact on monthly outgoings) ..
Physical and mental health	Participant physical and mental health at Wave 1.	Any changes since we last spoke. How health is currently impacting day to day life.
Work	If they were looking for/ open to finding work.	How any search for work has been since we last spoke.

Formal Support

**Last time when we spoke you had also mentioned that you reached out for support/advice from [insert the name of the organisation] Have there been any updates/progress on your getting support/ advice from them?**

*Probes:*

Has their support helped you improve your circumstances, (such as increasing your income, or your housing situation)? Is there anything that is putting you off from following up with the individual / organisation?

**Have you received any other advice since we last spoke? I am particularly interested in advice from other organisations.**

*If yes probe:*

- What type of support?
- What prompted you to contact this organisation?
- What has happened as a result?

**The last time when we spoke you mentioned that you are receiving [insert name of benefit]. Have there been any changes in the type or amount of benefits that you are receiving since we last spoke?**

*If yes probe:*

- What has this change been?
- What prompted this change?
  - Prompt: started receiving a benefit, cleared a deduction, no longer sanctioned, received confirmation of eligibility, other.
- Please can you tell me a little more about this and what happened?
- How has this impacted your finances?

*If they receive Universal Credit OR Job Seekers Allowance, Employment and Support Allowance, Income Support, Child Tax Credit, Working Tax Credit*

**Given the recent 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 received either of these top-up payments?**

*If participant has any queries around whether they have/ are eligible for these payments please advise that they go to their work coach at the Job Centre. There is also an online link: <https://secure.dwp.gov.uk/report-a-missing-cost-of-living-payment/welcome>.*

*Probes:*

- How much and when did you receive it?
- If you feel comfortable sharing this, what did you spend the payment on?
- How did you decide how to use the payment?
- When did you spend the payment? Immediately, over time, all on one thing, on a number of things? How did you make this decision?
- 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. Have there been any changes to your financial situation since we last spoke? If yes, what have these been?**

*Probes:*

- Have there been any changes to any debts or arrears on bills, you might have, since we last spoke? (To note: this might include loans from family, friends, payday lenders, 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.*

<p><u>Physical and mental health</u></p> <p><b>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.</b></p> <ul style="list-style-type: none"> <li>• Can you tell me a little more about how you [or family member] have been doing health-wise?</li> <li>• How, if at all, has your health changed since we last spoke?</li> <li>• What impact does your health currently have on day-to-day life? How do you manage this?</li> </ul> <p><u>Work</u></p> <p><b>When we last spoke you [or your family member] were in work/ looking for work/ not looking for work. Have there been any changes to this since we last spoke?</b></p> <p>Probes:</p> <ul style="list-style-type: none"> <li>• <i>If have started a new job/ changed job:</i> <ul style="list-style-type: none"> <li>○ What does the job entail?</li> <li>○ How does this affect your household finances? For example, changes to benefits?</li> </ul> </li> <li>• <i>If stopped working:</i> <ul style="list-style-type: none"> <li>○ If you are comfortable, please can you tell me a little bit about what happened?</li> <li>○ How has this affected your household finances and benefits?</li> </ul> </li> <li>• <i>If looking for work:</i></li> <li>• What has been your experience of looking for work since we last spoke to you?</li> <li>• What communications, if any, have you had with the Job Centre?</li> <li>• Are you receiving any support in finding a job? What has this support been like? What support has been helpful?</li> <li>• What are the challenges when it comes to finding work at the moment? <ul style="list-style-type: none"> <li>○ Probe: finding suitable work, cost of travel, internet access, finding work that fits in with childcare responsibilities.</li> </ul> </li> <li>• How do you think being in work would impact your daily life? <ul style="list-style-type: none"> <li>○ Probe: impact on caring responsibilities, impact on benefits.</li> </ul> </li> </ul>	
<p><b>Follow up on a food bank use</b></p>	<p><b>10 mins</b></p>
<p><b>Similar to our last conversation, I would like to speak about your experience of being referred to a food bank. Just as a reminder you do not have to answer any questions that make you feel uncomfortable, we can stop or take a break at any point, and all the information you share with us will be kept anonymous. Does that sound okay?</b></p>	

**We know that at the moment lots of people are visiting food banks on a regular basis because of how difficult it is to make ends meet at the moment.**

**Please could you tell me, have you visited a food bank since we last spoke in [month]?**

*If yes probe:*

- Is this the same food bank you have visited in the past?
- Thinking about visiting the food bank in the past, please can I ask have you typically visited the same food bank or different food banks?

*If no probe:*

- And thinking about visiting the food bank in the past, please can I ask have you typically visited the same food bank, or different food banks?

*Interviewer: please explore whether the participant goes to the same or different food banks. Where possible please gather names/ details of any food banks or centres used to help us build a picture of the different types of resources being accessed.*

*If visit the same food bank:*

- Are you aware of any other food banks or places that might support you with affordable food like a social supermarket, or a place to go for a hot food?

*If visit different food banks:*

*Interviewer: where possible please gather names/ details of any food banks or centres used to help us build a picture of the different types of resources being accessed.*

- Which food bank/s have you visited?
- When/ how recently?
- How did you find out about this other food bank?
- What influences which food bank you visit?

**And thinking about the recent time/s when you have visited a food bank, were you given any other information or support by the food bank?**

- If yes: What was this, how useful has this been?
- Did you follow it up/ contact any organisations you were told about? Why/ why not?
  - If yes: what happened as a result of contacting the organisation? What else - if anything- could they have provided?
  - If not: what - if anything - could they have provided in terms of wider support?

<p><b>Thinking a bit more about food banks, overall, how do you think people feel about being referred to a food bank at the moment?</b></p> <ul style="list-style-type: none"> <li>• Who might people be more or less comfortable talking about food banks with? Why?</li> <li>• What might put people off talking about food banks?</li> <li>• What might put people off saying how often they use a food bank?</li> <li>• What might make people feel more comfortable about talking about food banks?</li> </ul>	
<p><b>Barriers to seeking support using vignette stories</b></p>	
<p><b><i>Interviewer: please identify which vignette story you think might be best for the participant e.g. if they are on the cusp of moving to temporary accommodation it might be more sensitive to discuss the other story.</i></b></p> <p><b>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 who have been referred to a food bank to help think about what type of support might be useful for people in different circumstances. I have one or two stories to share with you. 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.</b></p> <p><b>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.</b></p> <p><b>Harry/Hannah is a 30-year-old single parent with three children who has recently left his/her partner. Harry/Hannah is currently living in temporary accommodation provided by the council. Harry/ Hannah is not currently working due to their mental health and receives Universal Credit. Recently they have been going to a food bank twice a month. Harry/Hannah have decided not to turn on the heating in the flat this winter.</b></p> <p><b><i>Check: are you happy to discuss this story?</i></b>  <b><i>Follow-up probes:</i></b></p> <ul style="list-style-type: none"> <li>• What support do you think Harry/Hannah would find useful? <ul style="list-style-type: none"> <li>○ Probe: financial, emotional, other?</li> </ul> </li> <li>• Where do you think Harry/Hannah should go for help?</li> <li>• Who could provide the support they need?</li> <li>• What might put Harry/Hannah off asking for support?</li> <li>• What might encourage Harry/Hannah to ask for support?</li> </ul> <p><b>Is it okay with you if we explore another story?</b></p> <p><b>Mark/Monica is 55-years-old living and lives with their dog. Mark/Monica generally keeps to himself/herself and only occasionally talks to his/her friend over the phone. He/she does not talk to his/her neighbours and only has occasional chats with people when taking the dog for walks. Mark/Monica works at a local shop– they usually work some hours each week but this changes depending on when the shop needs them. They live in a private rented flat and have recently been struggling to pay their rent. Mark/Monica have</b></p>	<p><b>15 mins</b></p>

<p><b>visited the food bank in the past but recently stopped going because he/she cannot afford fuel for the car.</b></p> <p><b>Check: are you happy to discuss this story?</b>  <i>Follow-up probes:</i></p> <ul style="list-style-type: none"> <li>• What support do you think Mark/Monica would find useful?             <ul style="list-style-type: none"> <li>○ Probe: financial, emotional, other?</li> </ul> </li> <li>• Where do you think Mark/Monica should go for help?</li> <li>• Who could provide the support they need?</li> <li>• What might put Mark/Monica off asking for support?</li> <li>• What might encourage Mark/Monica to ask for support?</li> </ul>	
<p><b>Wind down and next steps</b></p>	<p><b>10 mins</b></p>
<p><i>Interviewer: spend some time talking about something of interest to you and the participant – their children / place they live / what they watch on TV. 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"> <li>• What do you think about the weather today?</li> <li>• What do you have planned for the rest of the day?</li> <li>• What are you planning to watch on TV today/ tomorrow?</li> <li>• Do you have any plans that you are looking forward to in the next few weeks?</li> </ul> <p><b>Do you have any questions for me?</b></p> <p><b>Invitation to be put in touch with the Trussell Trust:</b></p> <ul style="list-style-type: none"> <li>- 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 <a href="mailto:story@trusselltrust.org">story@trusselltrust.org</a></li> </ul> <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.</i></p> <p><b>Thank participant and remind them of confidentiality:</b> 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.</p> <p>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</p>	

recruitment team. Please note that it can take up to 8 days and 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 particular 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 subquestions (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 market research specific standard that supersedes BS 7911/MRQSA and incorporates IQCS (Interviewer Quality Control Scheme). It covers the five stages of a Market Research project. Ipsos was the first company in the world to gain this accreditation.



## Market Research Society (MRS) Company Partnership

By being an MRS Company Partner, Ipsos endorses and supports the core MRS brand values of professionalism, research excellence and business effectiveness, and commits to comply with the MRS Code of Conduct throughout the organisation. We were the first company to sign up to the requirements and self-regulation of the MRS Code. More than 350 companies have followed our lead.



## ISO 9001

This is the 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

This is the international standard for information security, designed to ensure the selection of adequate and proportionate security controls. Ipsos was the first research company in the UK to be awarded this in August 2008.



## The UK General Data Protection Regulation (GDPR) and the UK Data Protection Act (DPA) 2018

Ipsos is required to comply with the UK GDPR and the UK DPA. It covers the processing of personal data and the protection of privacy.



## HMG Cyber Essentials

This is a government-backed scheme and a key deliverable of the UK's National Cyber Security Programme. Ipsos was assessment-validated for Cyber Essentials certification in 2016. 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.



## Fair Data

Ipsos is signed up as a "Fair Data" company, agreeing to adhere to 10 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://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.

