



North Bristol
& South Glos

Foodbank

Together with Trussell

Impact Report

2024-2025

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About NBSG Foodbank

North Bristol & South Glos Foodbank began as a partnership between Ebenezer Church and Filton Community Church, united by a commitment to end hunger locally. Since opening our doors in August 2012, we have grown from a single site to nine outlets across North Bristol and South Gloucestershire, following the merger with Yate and Chipping Sodbury Foodbank in 2019 and the addition of Stokes Croft in 2020. In 2024, we launched The Bridge Food Project, a food club offering extra support to help people move towards food security and financial independence.

We are part of Trussell's network of 428 food banks, working together to tackle food poverty across the UK. In 2024/25, food banks in this network provided over 2 million emergency food parcels, including more than 700,000 for children.

Our mission

Our mission is to provide emergency food and compassionate support to people in crisis, while working towards a future where no one needs a food bank.

Our values

Our values are our fundamental driving principles and are based on our Christian ethos:



Compassion



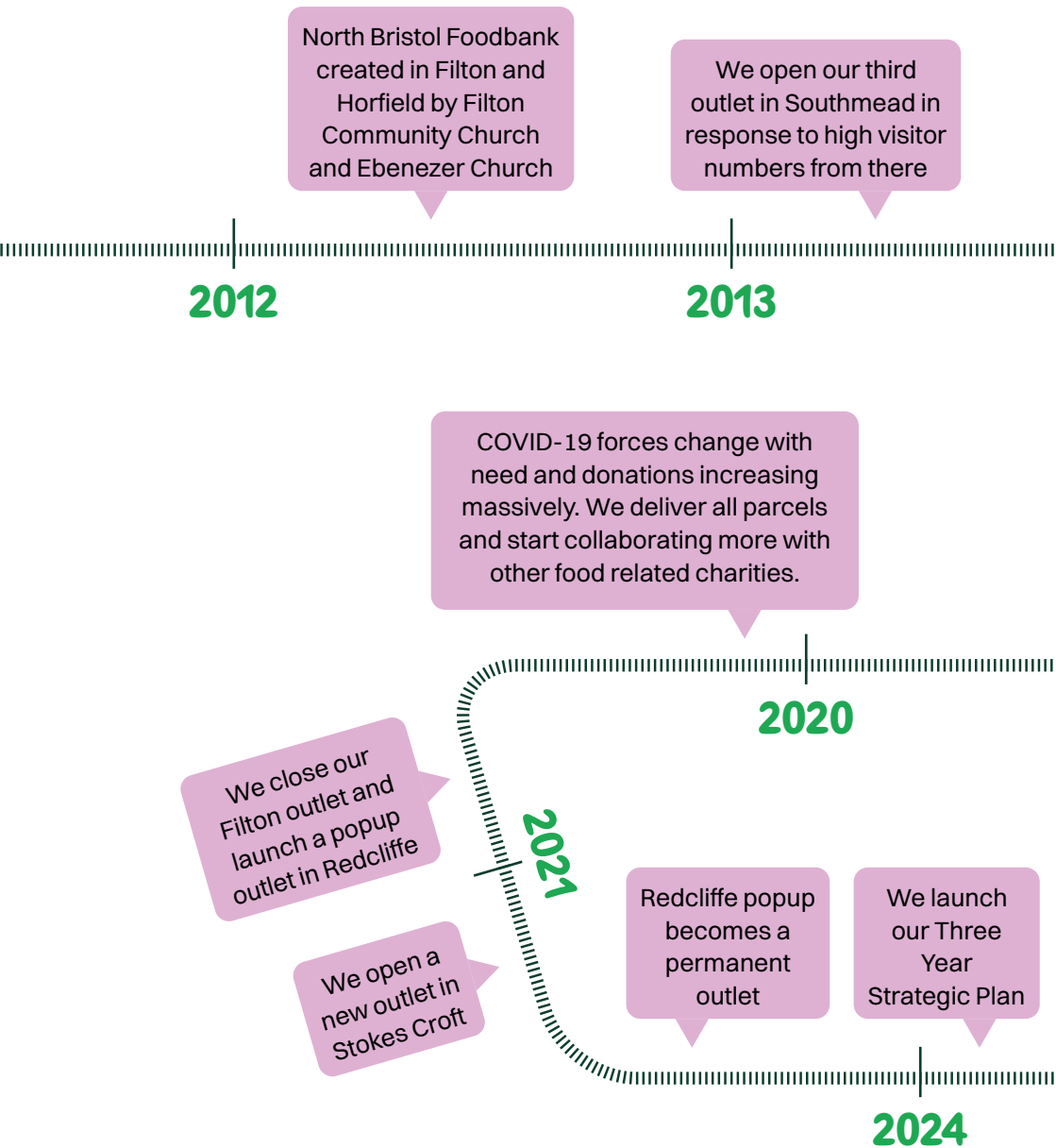
Justice



Community



Dignity



THIRTEEN YEARS



North Bristol
& South Glos

Foodbank

Together with Trussell

OF IMPACT

Trussell and Fareshare Southwest start working together under the "5k Partnership"

2014

We open our fourth outlet in Lockleaze

We open our fifth outlet in Patchway

Management vacancies at Yate and Chipping Sodbury Foodbank lead to us adopting their three outlets in Mangotsfield, Thornbury and Yate. We become "North Bristol & South Glos Foodbank"

2019

We start The Bridge Food Project, a food club in Lockleaze

We coordinate General Election hustings with other Trussell food banks

We break ground on a new allotment at the Warehouse

We start consultations to develop our outlets into Community Connect Spaces

2025

A message from Ellen



What a year this has been for us — the first full year of putting our strategic plan into action as we work towards our vision: ending the need for food banks in North Bristol and South Gloucestershire.

It's an ambitious goal, but one we truly believe in. And while the challenges remain great, I'm incredibly proud of the

progress we've made together.

Over the past year, we've:

- Launched our very first **Bridge Food Project** in Lockleaze;
- Started building our **Advice First Project**, helping people access the support they need beyond emergency food;
- Partnered with **Bristol Noise** to expand some of our food bank outlets into **Community Connect Spaces** — places of welcome, dignity, and deeper connection;
- Taken our first steps into advocacy, joining **Trussell's 'Guarantee Our Essentials' campaign**, calling on the government to ensure Universal Credit covers the cost of life's essentials.

We've also seen a slight reduction in the number of food parcels distributed. While need remains high, this shows us the growing impact of our work around financial inclusion. Our partnership with Citizens Advice is helping people resolve crises and avoid repeat visits to the food bank.

None of this would have been possible without the extraordinary generosity of our community. Whether through food or financial donations, volunteer hours, or your voices in campaigning, you've helped power this mission forward.

One of the foundations of our strategic plan is the belief in the power of community — and this past year has shown just how strong that community really is. As I look back on this year, I do so with immense gratitude. To our supporters, partners, volunteers and staff: thank you. Your belief in this vision — and in each other — is what makes this work possible.

Together, we're not just responding to crisis; we're building a future where everyone can thrive.

***Ellen Wood,**
Manager*

Our volunteers

We would like to say a massive thank you to everyone who volunteers at North Bristol & South Glos Foodbank.

Volunteers put in a huge amount of time and effort across the organisation — collecting donations at supermarkets, delivering them to our outlets, and sorting and shelving items in our warehouse. They grow fresh food at our allotment, support clients face-to-face at foodbank sessions and on our Bridge programme, and signpost people to other support.

Behind the scenes, our trustees give their time and wisdom to oversee the charity's governance and direction. Volunteers are at the heart of everything we do, making it possible for us to be here when people need us.



I like to volunteer because it brings a smile to people's faces, even those who come to us in desperation. People know that this is a safe and confidential place.



It's great to be a part of a team doing something meaningful and productive.



I volunteer because I want to help bring some happiness to people who find it difficult.



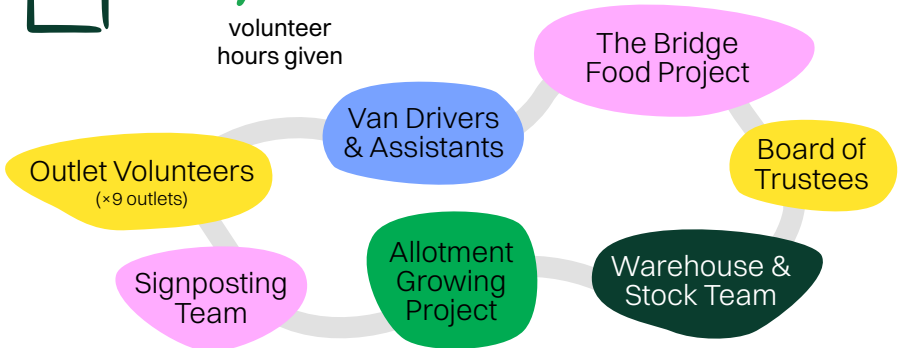
320+

volunteers



20,000+

volunteer hours given



Each role is vital in helping us serve with compassion and dignity.

Meals provided

The number of meals provided is our strongest indicator of the demand on our food banks. Each of our emergency parcels provides nine meals per person. So a food parcel for a household of four includes 36 meals, plus non-food items.

This year's distribution of 141,951 kg of food and 137,052 meals demonstrates the vital role North Bristol & South Glos Foodbank plays in supporting our community. Beyond direct provision, we shared 13,187 kg of stock items with partner charities, amplifying our collective impact across the region.



141,951

kg distributed at our outlets



13,187

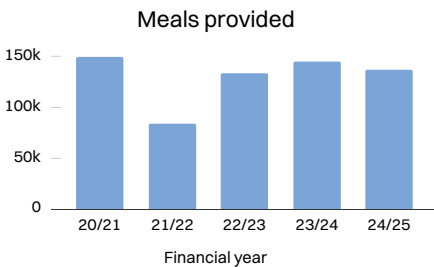
kg of stock shared with other charities



137,052

meals provided*

Emerging trends



During the last five years we've seen a 237% increase in the number of meals we've provided. COVID-19 caused a huge spike but numbers continue to trend upwards despite short-term variability.

* Excluding meals provided through The Bridge Food Project (see page 27)

Enough to feed a packed Ashton Gate Stadium on match day 5 times over!



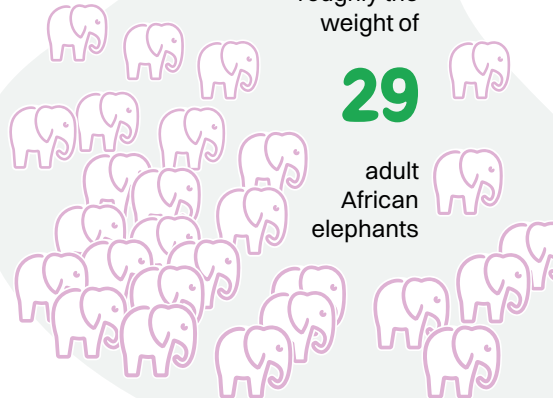
one meal every 4 minutes



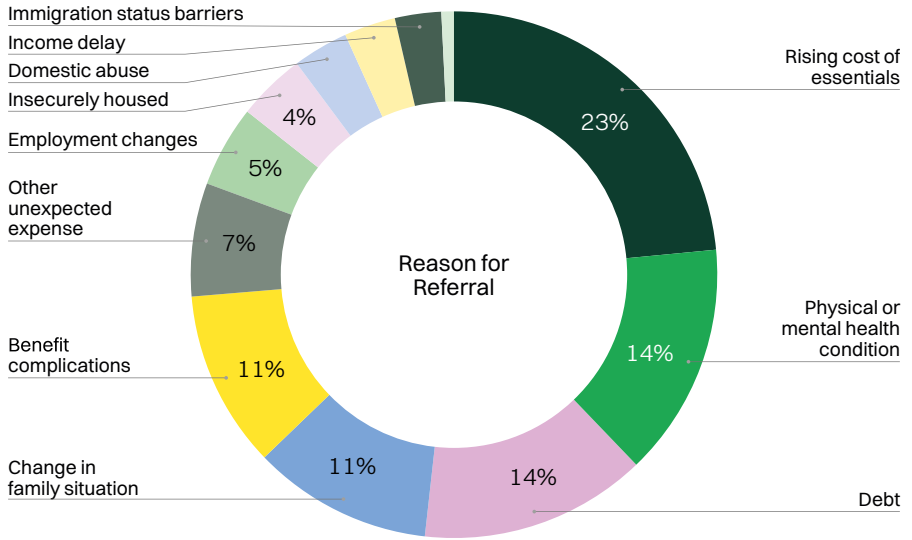
we gave out roughly the weight of

29

adult African elephants



People supported



That's greater than the population of our largest bank outlet locality! ↘



15,299

people supported



5,573

children supported



6,862

vouchers fulfilled

Two-year referral trends

The **rising cost of essentials** remains the dominant factor, accounting for 23% of all referrals despite a slight decline from 2023-2024.

Domestic abuse referrals surged by a concerning 46%, highlighting growing safeguarding needs.

Employment-related referrals fell by 24%, and **income delay** cases dropped by an encouraging 26%, which suggests better benefit processing efficiency.

Unexpected expenses increased by 14%, reflecting a **greater variety of financial pressures**.

Our supporters

Donation trends & financial overview

We've seen a really positive shift this year in both food and financial donations. Thanks to the generosity of our community, donations are up — and as a result, we've been able to reduce the amount we spend each month to top up our supplies. Our average monthly spend has continued to decrease from a previous high of £8.1k in 2023.

We're also seeing a wider variety of food and essentials being donated, giving us more flexibility to meet the different needs of the households we support.



I hadn't appreciated the amount of food being processed at the site — it was rather astonishing.

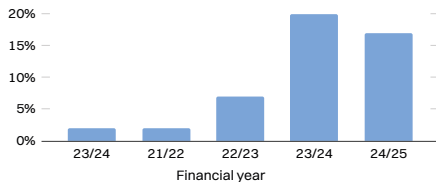


The amount of hard work and organisation put into the operation was extremely impressive and inspiring.

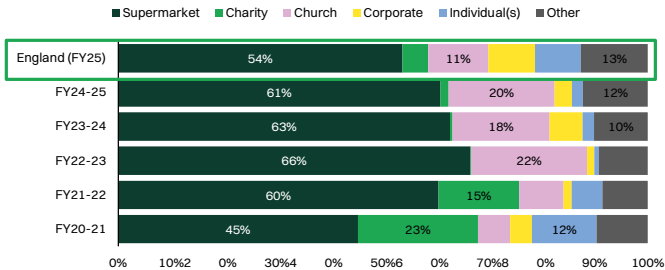


18%
of stock purchased

Percent stock purchased



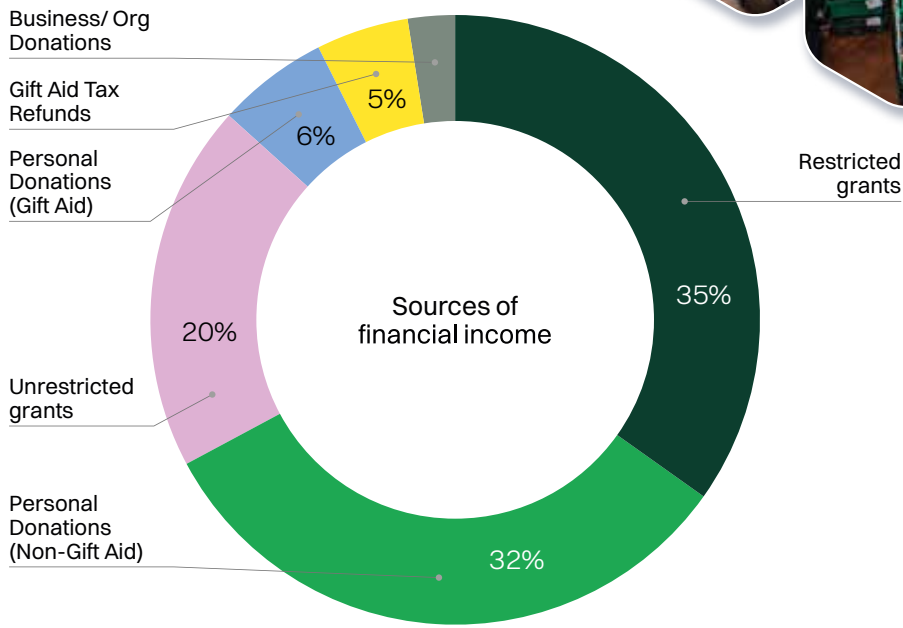
Source of food donations



122

tonnes of stock donated to us

* A significant amount of food donated by individuals reaches us through churches



Corporate support

Many of our projects, especially the allotment growing project, have been made possible by brilliant corporate teams. From clearing the ground and building the beds, to spreading woodchip and planting crops, they've helped lay the foundations (literally!) for what is now a thriving space. We now have 15 raised beds and 3 fruit trees producing food, with potatoes, onions, beans, tomatoes, cucumbers, strawberries, raspberries, blackberries — and more — being grown and harvested to support our clients.



I came away rather sad that the food bank is necessary for so many people to survive, but inspired that volunteers put in the hard work and their own time to ensure those in need are catered for.

Get your business involved Find out more and start the conversation





16,614

kg of food distributed



17,019

meals provided



1,230

adults supported



661

children supported



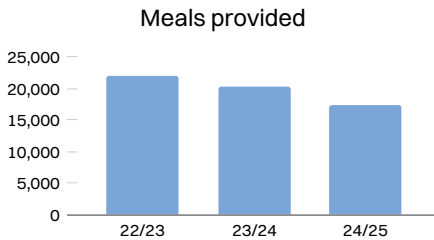
HOPE

Open Thursdays, 1.30pm - 3pm



15

volunteers



Over the past year, the Horfield outlet has grown and changed in many positive ways. We have shifted our focus from simply providing emergency food to creating a warm, welcoming space where community can thrive. By adopting a café-style model, we now invite clients to order free drinks and handmade cakes at the bar, served by volunteers. This new approach has made the atmosphere friendlier and more inviting, with both clients and volunteers agreeing it feels more like a community hub.

Team Changes and Volunteer Support

Our team has seen some changes. Sam left for maternity cover and Ruby joined as lead, with Amelia also becoming more involved. Their presence has helped bridge the gap between the office and volunteers, especially when handling difficult situations. We welcomed two new volunteers, Helen and Jane, which means we now have enough people to help tidy up after each session. However, we still need more volunteers to help set up at the start of the day.

Meeting Growing Needs

We continue to see more people using the food bank, including many families with two working adults who are struggling with rising living costs. At times, we have had to close the outlet because we did not have enough food to meet demand. When possible, we signpost clients to our Citizens Advice worker, who helps check if they are eligible for benefits or grants. This support has been very helpful for those who choose to engage.

We have received positive feedback from clients, including one who now plans to volunteer with us. While engagement with Citizens Advice is sometimes inconsistent, we remain committed to keeping it high so we can offer the best support possible.



I think you are making a brilliant impact on the community – absolutely brilliant. Coming here for me personally was a difficult experience emotionally, but you guys here make me feel comfortable. Everyone is polite. It's a very safe space. You guys make us feel human.



The new café style is working really well. It feels a lot more relaxed for people.



11,648

kg of food distributed



11,349

meals provided



480

children supported



781

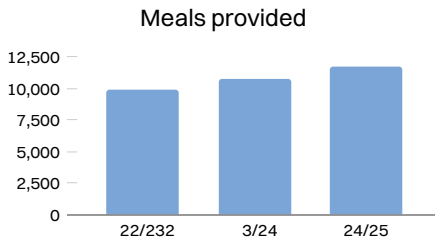
adults supported

Open Tuesdays, 10am - 12pm



8

volunteers



The number of clients served at Lockleaze has steadily increased over the last few years, which could be a sign of increasing need in the community or, positively, of better access to support.

Our food bank outlet in Lockleaze benefits from a consistent team of eight volunteers from the local community, including the church leader who actively signposts clients to community activities and church-based support. We have successfully connected clients to our The Bridge Food Project (see pages 29-30), a food club offering affordable, nutritious food alongside budgeting and cooking support to help people move towards financial independence.

Our clients also receive regular visits from advisers who provide mental health, employment, and training support. Located at Gainsborough Square, the outlet is perfectly placed for easy access to North Bristol Advice Centre and Lockleaze Neighbourhood Trust, both of which offer additional advice and support services.

The North Bristol Advice Centre provides specialist advice on welfare benefits, debt, housing, and employment by appointment, enhancing the wraparound support available to our community. Lockleaze Neighbourhood Trust enriches the local area through projects and events promoting wellbeing and community connection, including nature recovery initiatives and community cafés.



14,676

kg of food distributed



16,317

meals provided



1,020

adults supported



793

children supported

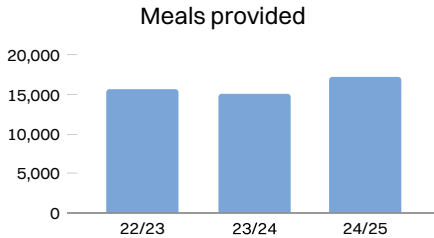
Open Fridays, 10am - 12pm



29

volunteers





Trends Observed:

- Increase in single male parent households accessing support
- Fluctuations in weekly client numbers and household size per referral

This has been another busy year at the Foodbank and, like in previous years, we've seen a great variety in the number and type of clients coming through — each with different needs.

We now have a Citizens Advice worker attending most of our sessions, offering help with things like grant applications, benefit queries, and debt support. A local housing association and other council agencies have also been present, providing targeted support directly to clients.

We've noticed a growing number of asylum seekers accessing support this year. There are often language barriers, but translation apps help us communicate. The bigger issue is the kind of temporary accommodation some are placed in — such as Travel Lodges — which lack cooking facilities, refrigeration, or even kettles. Combined with dietary needs (like halal requirements), this creates a real challenge. We do our best with what we can offer, but it can be frustrating when the right food or facilities aren't available.

We have an excellent team of volunteers, including several who've been with us since we opened in 2013. They're welcoming, caring, and great at listening and signposting.

This year we also launched a community café, offering hot and cold drinks and light breakfast options like toast, cereal, and croissants. It's open to anyone in the local area and helps build a warm, inclusive atmosphere.



Whenever I need a voucher... the Mangotsfield/Resound volunteers are always so helpful and friendly.



11,473

kg of food distributed



632

children supported



13,545

meals provided



873

adults supported



Open Thursdays, 10am - 12pm



14

volunteers



I've learned a lot since volunteering here... Having the café next door is a real bonus, as many people haven't had any food or drink as they've run out, and they don't feel like they're standing out because everyone is getting free food and drink.



The food bank has helped us a lot. It's got us out of some sticky situations, and we appreciate everything you guys do.

Mustard Seed Café

St Chad's Church opened the Mustard Seed Café this year in partnership with the food bank. The café runs alongside the outlet and is changing how people experience support. When you visit, you can have something to eat while you wait, meet others, or drop by just for the café even if you don't need a food parcel.

Support agencies and our Citizens Advice worker visit the café each week, so you can get help or advice face to face. This means more people receive the right support, even those who might not have reached out otherwise. Because of this, we see fewer people needing to come back again and again — many get the help they need to move forward.

Everyday Challenges

Language barriers often make life harder for our team and our guests. You all keep working to make sure everyone feels welcome, even when you don't share a language. Translation tools are limited, so we use picture cards to help people choose the food they want. Weekly referral numbers also go up and down, which makes it tough to always have enough food on hand.

Welcome and Connection

People usually arrive nervous, but they leave feeling comfortable and welcomed. The café, advice drop-ins, and a friendly team make the food bank visit feel personal instead of just an appointment for food.



16,577

kg of food distributed



15,462

meals provided



1,189

adults supported



529

children supported

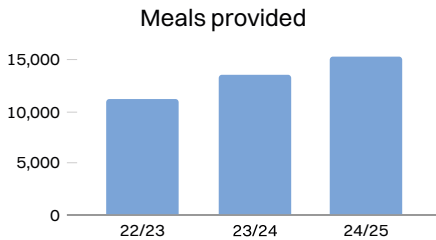


Open Wednesdays, 12pm - 2pm



15

volunteers



This year at Redcliffe, we've seen first-hand how much difference it makes when practical support is combined with a listening ear and access to good advice. The partnership with Citizens Advice and the introduction of other support agencies has had a tangible impact.

"It has been so good to feel able to offer more support for clients to change their circumstances," one team member reflected. "We're not unrealistic about the complex difficulties people face, but Citizens Advice and the newer supports you've introduced really do make a difference. Poverty is complex — it requires multi-agency work — but we've

“

I don't know what I would have done without the Foodbank. At first I was really nervous, but I can't believe how helpful and nice everyone is. It's not easy having to come here, but I'm glad I did — I feel that maybe things are looking up and my luck is changing.

also seen that it's just as important to have a welcoming local drop-in space, where people can get food, a coffee, and a helping hand with whatever they need next."

“

Jeremy from CAB has made such a difference. There are so many people who need help and advice. It's a relief to know good advice is at hand now — so we feel able to really help people.

We're proud of the space that's been created — one where people are treated with dignity and care.

We're also hugely grateful for our volunteer team, who go above and beyond every week.

Their dedication has made a huge impact in what can often be incredibly tough circumstances. As one outlet lead put it:

“

It is humbling to see how our amazing volunteers have stepped up to this role and stood alongside people in some truly trying times. I applaud them — we just need more of them!



14,585

kg of food distributed



16,560

meals provided



1,135

adults supported



705

children supported



Open Thursdays, 3pm - 5pm



21

volunteers



As always, our team has been fantastic — they especially pulled together to help us move to a new room at the Greenway Centre and adapted well to doing things in quite a different way. We all get a lot from the help and support we get to give to the people who come to our sessions.

We really appreciate having Jeremy from Citizens Advice with us each week. It's also been great to have a coach from Work Well joining us recently. Our clients really benefit from having easy access to these services. The Greenway Centre itself also provides additional support and opportunities for those we meet.

We've also had brilliant backup from the Office Team throughout the year, helping us focus on giving the best possible support to every client.



This is a really welcoming place to come to.



Thank you for your help, it really means a lot.



I started foodbank in September 2024 and the team at Southmead are like a family. We love feeding the community and chatting with them. The foodbank team are patient and loving to all clients. It is a fulfilling voluntary role and I would highly recommend it to any volunteer.



23,198

kg of food distributed



20,601

meals provided



1,691

adults supported



598

children supported



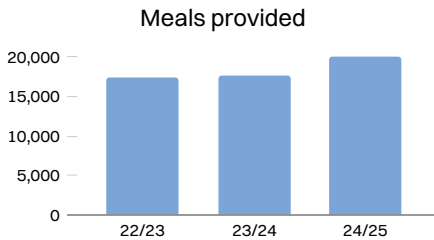
E
FOOD BANK
157

Open Fridays, 1pm - 3pm



27

volunteers



Over the last year, since taking on the lead of this busy foodbank, it has been both hectic and often challenging. One key focus has been creating a safer and more supportive environment for both volunteers and visitors. This included addressing specific issues, improving team communication, and introducing clearer processes for raising concerns or accessing support. Many of our volunteers have commented that these changes have significantly improved how we operate — giving them greater confidence in supporting our visitors and navigating difficult situations.

We've been fortunate to have Marcelle from Citizens Advice on-site for several months, offering direct advice and support to clients. We've also welcomed several other charities and agencies who have provided both practical resources and emotional encouragement to those facing everyday struggles. These partnerships have been really well received.

Although we've had the joy of welcoming some wonderful new volunteers to the team, we've also said goodbye to some long-standing and much-loved ones. Special thanks to Peter and Richard for everything you have contributed — we wish you all the best in your new endeavours, and you will always be welcome back should the time arise.

One thing that makes Stokes Croft special is the opportunity to spend a little time with visitors while they wait for their parcels. These conversations have led to valuable moments of connection, support, and signposting. One visitor shared that he was:



So grateful not only for the food but for the additional support, which has truly made life better for me and my family.



12,228

kg of food distributed



9,414

meals provided



624

adults supported



422

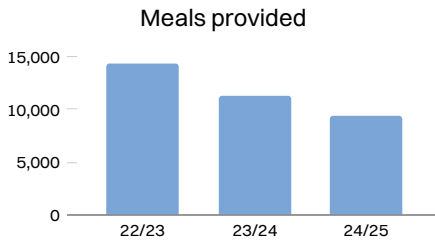
children supported



Open Thursdays, 1.30pm - 4pm



54
volunteers



After 11 years at Thornbury Baptist Church, Thornbury Foodbank needed to find new accommodation for about a year while the church underwent extensive refurbishment. After considering various options, suitable space became available at Turnberrie's Community Centre, owned by South Gloucestershire and just opposite the church. This location was just as accessible for clients and provided enough storage for our needs. The move proved trouble-free and the centre has been a very amenable base for us.

Now, 14 months later, we are returning to our smart spiritual home at the church.

Volunteer numbers remain strong, and it's good to see several people happy to take on extra roles—such as driving, first aid, signposting, stock management, helping at Tesco collection days, and shopping duties. All these supporting roles help us continue to support others in our community who are struggling.

The number of clients remains unpredictable, but thanks to the amazing donations from our neighbours, we are able to support those in need.



It's great to be a part of a team of people from all parts of the world - it gives us a real sense of connection.



18,943

kg of food distributed



16,785

meals provided



1,146

adults supported



719

children supported



Open Tuesdays, 1pm - 4pm



44

volunteers



This year at Yate Foodbank, we've continued to offer a warm welcome and safe environment for every person who comes through our doors. We've been especially encouraged by the generosity of our local community during Harvest, Christmas and Easter, with large donations of food helping us keep our shelves well stocked and our support consistent.

None of this would be possible without our dedicated team of volunteers, who serve week in, week out to ensure that visitors are met with compassion, dignity, and practical help. One volunteer reflected on their experience:

"The use of volunteers in many varying capacities is generally well accepted in this country today. This is so much borne out in Yate Foodbank, where I have the privilege of being a volunteer.

My role begins by greeting someone once they've checked in. We're well aware that many people come to us not only due to a lack of food, but often carrying other burdens too. It's important to make them feel welcome, offer them a drink, and gently ask how they are. If they want to talk, we can often help or refer them to someone who can."

But of course, one of our most well-known roles is helping people who don't have enough food. There are so many volunteers behind the scenes — sorting donations, packing parcels, collecting from supermarkets — all making this possible.

We're proud of how the team continues to show up for our community with kindness and consistency, meeting people where they are and walking alongside them.



There's no financial reward for this work, but we are well rewarded by the look of surprise and joy on someone's face when they receive their parcel, and by the heartfelt thanks they offer. Volunteering has its just rewards.

The Bridge Food Project

The Bridge Food Project

The Bridge is our membership-based food support programme, designed to help people move beyond emergency parcels and toward longer-term stability. Over the past year, the project has **expanded significantly** — we are now supporting **20 member households**, made up of **71 individuals** (37 adults and 34 children). That includes 14 families and 6 single-person households. On average, **£530 worth of food** is distributed through The Bridge each week.



This year, we've begun to build out the **support work element** of the project, which has involved some trial and error but encouraging growth. We've created a **Bridge Guide**, which each member receives and works through with the support team. Members have informal conversations each week, and now also have a monthly **one-to-one sit-down** with a support worker to track progress and offer more tailored support.

Open Tuesdays, 1pm - 2pm

 **5**
volunteers


1,048
kg of food distributed


20
member households


71
individuals helped


48%
of food recipients were children

The Bridge continues to be a place of dignity, consistency, and connection for members who are often navigating complex challenges. As one parent shared:



Thank you all so much for the support these past months. We couldn't have survived without the supplies you have given me & the boys from the project. I'm so grateful. Thank you.



We've also:

- Created a **budgeting resource** to help members understand and plan their finances
- Developed a welcoming **café space** for members to use during sessions
- Welcomed a growing number of members into the programme
- Begun **exploring a second Bridge project** in Stoke Gifford



Our projects

Seasonal Initiatives

At Christmas and Easter, we aim to offer a moment of joy and dignity during what can be an especially difficult time of year. In 2024, we provided over 400 Christmas treat bags to households across all our outlets. These included festive snacks, chocolates, and thoughtful extras to help families mark the season with a sense of celebration. Thanks to the Bristol Household Support Fund and generous financial donations we were also able to include a supermarket voucher with each Christmas bag-giving families the freedom to choose items that best suited their needs or traditions.

At Easter, we again distributed treat bags filled with seasonal items like hot cross buns, Easter eggs, and spring-themed gifts for children and adults alike. These small touches make a big difference. We've heard from many clients how much it means to receive something joyful, not just practical, during times of crisis. It reminds people that they are seen, valued, and not alone.



Harvest

Each year during the harvest season, we connect with local schools and churches to raise awareness about food poverty, highlight the work of the foodbank, and invite practical support from the community. Between September and October, we delivered 30 primary school assemblies on food poverty and how to support the foodbank. In total, 44 schools ran food collections for us, with many others using our downloadable resources to lead their own assemblies and awareness activities.

We also provided Harvest resource packs to local churches, equipping them to hold harvest services that reflect on justice, generosity, and the realities of food insecurity in our area.

We value these opportunities not only because of the food they generate, but because they help engage the next generation in understanding the causes and impact of poverty. This work plays a key role in our wider goal of changing minds and building empathy across our community.





Recipe Cards

To help make food bank parcels go further and support clients with simple, nutritious meal ideas, we've developed a series of recipe cards. Each recipe uses common ingredients found in a typical food bank parcel and is designed to be easy to follow and flexible. The cards are available to take away from our outlets, and have been really well received — especially by those who are less confident in the kitchen. They're a practical way of helping people feel more empowered in how they use the food they receive, and we're continuing to expand the range based on feedback from clients.

Sharing Surplus to Reduce Waste

As part of our commitment to reducing food waste and supporting the wider community, we regularly pass on surplus stock to other local food initiatives. This includes food that we've received in high quantities and can't distribute quickly enough before it reaches its use-by date.

By sharing this stock with other trusted organisations — such as community kitchens, pantries, and grassroots support groups — we help ensure that good food continues to reach people who need it, even if it's not directly through our outlets.

This approach supports the broader network of food support in our region, strengthens relationships with other local projects, and enables us to steward donations responsibly while extending our impact. It also helps us play our part in tackling avoidable food waste — making sure that no food goes unused where it could do good.

Citizens Advice

citizens advice

Access to timely, expert advice is transforming how people navigate crisis. Thanks to partnerships with Citizens Advice, people can now get face-to-face support in six of our outlets, with telephone advice available at three more. This means people receive help much faster than if they approached Citizens Advice directly. Advisers cover benefits, debt, utilities, housing, and more, often resolving problems before they escalate.

Every visit is a chance to break cycles of hardship and help people move beyond food banks. Over the past year, each client received support on more than five different issues on average, with a quarter increasing their income or resolving debt.

Case Study

A single person struggling on Universal Credit came to the food bank, unable to afford heating or electricity.

Citizens Advice advisers stepped in, helping them access the Household Support Fund and emergency grants for heating oil and electricity. They supported with applications for extra benefits, booked an appointment to complete disability benefit paperwork, and arranged a referral to debt specialists. With this joined-up approach, the person kept their home warm, tackled their debts and started moving forward, showing the real impact of early access to advice.



636

people helped



3,475

issues managed



£419,453

income gained or costs saved



£94,852

debt managed



Strategy and development

In 2024 we launched our first strategic plan to improve how we meet need and work towards ending food bank reliance in our area. One year on, our efforts are shifting from crisis response to prevention and empowerment, thanks to our dedicated staff, volunteers and partners.

Advice First Model

Prioritising advice to make food banks a last resort, we welcomed an Advice First Coordinator in July 2024. We built stronger referral links and held focus groups to streamline access, reducing agencies involved. Partner agencies now attend in-person sessions for immediate support. Volunteers received training and we recruited a Lead Signposting Volunteer to ensure consistency.

Prevent Over-Reliance

To reduce dependency, we launched the Bridge Food Project in Lockleaze in July 2024 (see pages 29-30 for more info). Plans for a second project in Stoke Gifford are underway, extending our support beyond emergency food.

Community Hubs

We reimagined outlets as places of welcome and connection. Partnering with Bristol Noise, Mangotsfield and Patchway outlets became Community Connect Spaces offering refreshments and friendly signposting. These spaces foster dignity and ease, supporting engagement with advice and longer-

term help, with plans to expand the model across all outlets.

Appropriate Food & Essentials

We ensure food parcels are nutritious, tailored and dignified. Fresh food is included in all parcels, and Bridge members access fresh produce regularly. We extended stock monitoring and introduced recipe cards to support cooking skills. Over 400 festive treat bags were distributed at Christmas and Easter, each with a supermarket voucher for personal choice.

Change Minds & Policy

We began advocacy with a Campaign Coordinator and joined Trussell Trust's Guarantee Our Essentials campaign pushing for adequate Universal Credit. We hosted two community hustings ahead of the general election and took part in a national storytelling project to raise awareness about poverty and food insecurity.

Operate Effectively

We strengthened operations with improved systems in nine outlets, safeguarding, and volunteer management. New leadership roles were appointed and we enhanced warehouse infrastructure with equipment and access ramps. Robust financial controls and policy reviews ensured transparency, compliance and risk management.

To everyone who continues to support us - thank you so much.

None of this would work without you.

“

I hadn't fully realised just how many people rely on the food bank. The scale of need was greater than I expected.

“

We just want people to come away from us feeling better than when they arrived. We want them to go away feeling seen and heard and that they matter. That's what it's about.

How you can help



Volunteer

at your local outlet, warehouse, allotment growing project, or on the road — there are many ways to contribute your time and skills.



Connect

by booking a warehouse tour to see firsthand how our food bank model works and the impact of your support.



Donate items

by visiting nbsg.foodbank.org.uk/donate-food to check our current most urgently needed items and what we don't need right now.



Donate financially

by scanning the QR code — consider setting up regular donations for sustained impact.



Get your business involved

by organising fundraising events or sharing your professional skills, services, and resources with our community.

Please visit our website at nbsg.foodbank.org.uk to get started

Hunger isn't inevitable

- it's solvable when
communities come
together with
compassion and
determination

Could you help people by sharing your story?

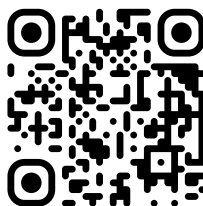
Stories drive change.

Personal experiences help others understand how food banks make a difference in our community. Your story could encourage someone in need to seek help, inspire someone to volunteer, or motivate others to support our work.

Whether you've received help from us, volunteer at one of our outlets, or support our work in other ways, we'd love to hear from you. Every story helps build understanding and compassion in our community.



nbsg.foodbank.org.uk/story



For more information, call
0117 472 5172, or head to:
nbsg.foodbank.org.uk
info@nbsg.foodbank.org.uk



North Bristol & South Glos Foodbank Office,
Ebenezer Church,
286 Filton Avenue,
Horfield, Bristol, BS7 0BA

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