



Emergency Food Projects Lived Experience Survey in Dundee September 2020



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1 Executive Summary

As Covid19 became more serious within the UK, it was recognised that the pandemic would not only have an impact on people already struggling on low incomes but it would also push more people into poverty. In response, Faith in the Community Dundee (FiCD) brought together 24 local grassroots and small community-based projects from across the city along with Senior Managers from Dundee City Council and Dundee Volunteer and Voluntary Action to form the Dundee Food Insecurity Network.

Having secured funding from the Scottish Government in partnership with Dundee City Council, Dundee Volunteer and Voluntary Action and Abertay Housing Association, the network distributed £10,000 per week of core food stock to these projects during the lock down period (June to September 2020). Emergency food was distributed to an average of 4,500 people facing food emergency/insecurity each week. Additional funding for fresh and essential food supply was also secured from The Northwood Trust, The Alex Ferry Foundation and NHS Tayside Innovation Fund.

The network received crucial supply and distribution support from Fareshare and Alexander Community Development.

As well as providing food to individuals and families using the projects, money advice leaflets were also distributed within food parcels to make service users aware of the financial assistance that they may be entitled to receive.

The network is delighted that the partnership approach is to continue and arrangements are in place to offer access to emergency food where it is needed as the city emerges from the COVID-19 crisis. To ensure that this response achieves the biggest impact, it is crucial that all partners and agencies consider the findings contained in this report and use these to shape their recovery plans.

Emergency Food Project Survey

The emergency food provision provided by the projects has been a lifeline for many individuals and families throughout Dundee City. It was agreed that feedback from service users would be useful for members of the Food Insecurity Network to find out firsthand how satisfied service users have been with support they have received. It would also allow the group to assess if service users have received any other forms of support other than food as well as finding out if any changes or improvements could be made to improve the levels of support received.

A survey was designed to capture this feedback and the form was distributed to the emergency food projects in June 2020. Projects were then asked to pose these questions to a sample of their service users. Projects conducted the surveys via telephone or by asking service users to complete a paper-based survey form when they visited the project or when they received a food delivery.

A total of 191 completed survey forms were returned by 17 projects and this report discusses the findings of the survey.

Key Findings

- Survey forms were returned by individuals from all wards in Dundee City. The greatest proportion of respondents lived in Coldsides (27.7%) and East End (16.8%).
- Over 50% of respondents who completed the survey were aged under 60 years old (52.4%), 14.1% were aged 60 years and over and 33.5% did not state their age.
- When asked about the type of support they were receiving, 35.0% of respondents were using a Food Larder, 25.1% were using a Drop In, 24.7% were receiving a Food Delivery and 14.0% were receiving a Lunch Delivery.
- When asked to indicate how many adults and children they were receiving food for, 40.8% of respondents were single adults, 26.7% were receiving food for two or more adults and one or more children, 20.9% were receiving food for two or more adults and 9.4% were receiving food for one adult and one or more children.

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- The most common reasons for using an emergency food project were Long term low income (28.0%), Lockdown (16.1%), Long term financial difficulties (12.5%)
- Around 21% of respondents stated they had received support from the project before lockdown started, 40.3% received support since lockdown started and 38.7% had received support more recently during lockdown.
- When asked how long they would need support for 27% of respondents felt that they may need ongoing help, and 20% felt that they would need support until lockdown ends. 29% stated they would need support until either they were able to get back to work normally, until their benefits were in place, until the end of the school summer holidays or until furlough ends.
- The majority of respondents (73.8%) were unable to provide an estimate/ or left the question unanswered when asked to state the month they would need support until.
- When asked about the best things received from the projects the most popular responses were in relation to receiving food for themselves and their families.
- When asked if there was anything that projects could do better to support them, the majority of respondents who provided a response (85.4%) stated that no changes were required or expressed satisfaction/appreciation with the service they had received.
- A small proportion of respondents (14.6%) suggested possible changes/improvements. Suggestions included altering opening hours, opening social hubs and making changes to the way food is distributed.
- Around 60% of respondents stated that the projects had also given them other types of support apart from food. Many stated that the projects had allowed them to have some form of social interaction during lockdown and someone to turn to for advice, help and support. Tangible items received included toiletries, supplies for babies and children and advice leaflets.
- The majority of respondents (72.6%) stated that they had been informed about services to support them to access all of the income and benefits they were entitled to.
- Around 39% of respondents stated that they or their family were dealing with pressures associated with mental health. Suggestions to help deal with these pressures included coming out of lockdown/lockdown restrictions being lifted, more socialising, re-opening places of support such as the Alloway Centre and allowing people to attend sessions and support groups.
- Around 37% of respondents stated that they or their family were dealing with financial pressures. Suggestions to help deal with these pressures included budgeting/money management advice, finding employment, reduction in rent arrears re-payments, food parcels, help with gas/electricity and more entitlement to benefits and support including free school meal entitlement. It was also stated that it helped to receive information about support and being able to access food projects regularly without a referral.
- Just under 19% of respondents stated they or their family were facing pressures associated with social isolation. Suggestions to deal with these pressures centered around the easing of lockdown so that people can meet and socialise with others.
- Around 14% of respondents stated that they or their family were facing pressures associated with family relationships. Possible solutions to deal with these pressures included the easing of lockdown and restrictions so that people can visit family and having more education available.
- Other pressures were affecting 11.5% of respondents or their families. Some of the pressure stated were in relation to caring for children/grandchildren, not having access to a computer, being scared/finding it difficult to cope with the current situation, pressures associated with helping family members financially, difficulties finding employment and difficulties with families living together in close proximities.

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- Suggestions to help deal with the other pressures people were facing included receiving ongoing shopping/support, receiving help with gas and electricity, finding employment, attending college and attending drop in groups to help with numeracy and literacy.
- Eleven percent of respondents stated that they or their families were dealing with pressures associated with physical health. Suggestions to help deal with these pressures included opening leisure centres, getting more exercise, finding employment and having district nurses at the projects to provide advice.
- Around 9% of respondents stated that they or their families were facing pressures associated with home schooling. It was suggested that having technical support and practical items available, home schooling packs, paper-based work instead of online, having school holidays and making changes to personal living situations might help respondents deal with these pressures.

2 Introduction

As Covid19 became more serious within the UK it was recognised that the pandemic would not only have an impact on people already struggling on low incomes but it would also push more people into poverty. To tackle some of these issues Faith in the Community Dundee (FiCD) initiated a city-wide response on the 23rd March 2020, bringing together 24 local grassroots and small community-based projects from across the City along with Senior Managers from Dundee City Council and Dundee Volunteer and Voluntary Action to form the Food Insecurity Network.

Dundee City Council committed to providing £10,000 per week of core food stock to these projects during the lock down period (April to June 2020). However, with an average of 4,500 people facing food emergency/insecurity each week this core stock did not cover everything. The Food Insecurity Network worked closely with The NorthWood Trust and The Alex Ferry Foundation to ensure projects had sufficient funds to top up the council food stock. Further funding was also secured from the NHS Tayside Innovation Fund to purchase fresh food and following the extension of the Scottish Government Food Fund, Dundee City Council was able to extend their food stock funding until the end of the school summer holidays as did Fareshare additional stock. Faith in the Communities are also working with Abertay Housing Association who have secured funding from the Supporting Communities Fund for Food. The Housing Association have agreed to direct this funding to the Food Insecurity Network during August/September 2020 to ensure that food gets to people in the local community.

As well as providing food to individuals and families using the projects, money advice leaflets were also distributed within food parcels to make service users aware of the financial assistance that they may be entitled to receive. Whilst setting up the Food Insecurity Network it was identified that while many projects were delivering face-to-face support to individuals and families there was a gap in relation to the overall practical co-ordination of food distribution to the food projects. Alexander Community Development stepped forward to assist with this process and as their staff were furloughed they assisted by receiving deliveries of council food stock, receiving deliveries of food donations, coordinated the allocation and delivery of food stock to the projects and received deliveries of PPE, sanitary products and advice leaflets and delivered these to the projects.

The 24 local community and faith community projects which have been involved in the Food Insecurity Network since March 2020 are listed below:

- | | |
|-------------------------------|---|
| • Kirkton Community Larder | • St Marys RC Church |
| • St Marys Community Larder | • The Community Fridge |
| • Lochee Community Larder | • Lochee Hub |
| • Dundee TheGither | • Making Dundee Home |
| • Feeling Strong | • Coldside Community Cupboard |
| • Taught by Muhammad Foodbank | • Haven |
| • The Friary | • Dundee Bairns – Coldside Hub & Rowntree Primary |
| • The Salvation Army | • Parish Nursing & Eagles Wings |
| • Menzieshill Church | • Boomerang Community Centre |
| • St Lukes Church | |

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- Rock Solid Community Larder
- Fintry Parish Church
- Lifegate Church
- Link-up Whitfield
- Broughty Ferry Foodbank

The Network is evolving in response to changing needs in the community and capacity of local organisations. Camperdown and Lochee Ministry (CALM) have recently joined the Network delivering food larders from Lochee Parish Church and Camperdown Church. Feeling Strong and Broughty Ferry Foodbank recently ended their food provision as they return to their core work. The Food Insecurity Network also works alongside a handful of other projects delivering food provision in their local area, Dundee Foodbank and The Food Train are also part of the Network but they record their own statistics separately.

Faith in the Community Dundee continue to facilitate weekly virtual meetings with members of the Network. These meetings enable the group to hear and discuss the issues facing communities, tailor support to help local projects and local communities whilst ensuring that any response to deal with issues are tackled in an informed and relevant way.

3 Food Provision Projects in Dundee

There are many Food Provision Projects operating throughout Dundee City. A summary of the provision provided by the projects are shown below:

Food Banks:

Name of Project	Brief Summary of Provision
Taught by Muhammad Foodbank	Emergency food bags are delivered to those who are referred due to being in financial difficulty, poverty or financial crisis. (no contact delivery).
Dundee Foodbank	3-day emergency food bags. People to remain out on the street while the parcel is being made up for them. Various locations in Dundee (St John's Episcopal Church, Menzieshill Parish Church and St Marys Community Church)

Projects based in Coldside Ward:

Name of Project	Brief Summary of Provision
Coldside Community Cupboard	Cupboard is stocked with fruit, vegetables and bakery goods.
Haven	Free food bags to take away, including tinned, fresh food, milk, bread. (Ending in Sept 2020)

Projects based in East End Ward:

Name of Project	Brief Summary of Provision
Rocksolid FareShare Community Larder	Free food larder.
Fairfield Food Larder	Food larder.

Projects based in Lochee Ward:

Name of Project	Brief Summary of Provision
The Friary	Free Drop-in Cafe (social distance restrictions in place) and Food larder
Salvation Army	Food bags to takeaway. Light snack, hot tea and coffee from the door.
Lochee Parish Church Drop Inn	Food bags to take away, tea/coffee.
Camperdown Parish Church Drop In	Food bags to take away, tea/coffee.
Lochee Larder	Food larder and deliveries
Menzieshill Parish Church and Menzieshill Community Garden	Free Drop-in Cafe (social distance restrictions in place), food parcels and foodbank.
St Mary's Church	Food bags to take away.

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Projects based in Maryfield Ward:

Name of Project	Brief Summary of Provision
Feeling Strong	Food parcels delivered (now ended)
Parish Nursing & Eagles Wings	Food bags to takeaway, including free sandwich packs from Social Bite. Free drop in with hot soup @ Parish Nursing weekly
Stobbie Community Larder	Food parcels, hot meals to take away.
St Pauls Group	Hot drinks, filled rolls, fruit and cake.

Projects based in North East Ward:

Name of Project	Brief Summary of Provision
Lifegate Church	Foodbank, takeaway soup, sandwiches, fruit, crisps and food from Fareshare. Free sandwich packs from Social Bite.
Fintry Church	Food larder, bags to takeaway.
Link Up Whitfield	Food Larder
Mill O Mains Community Pavilion	Food parcel referrals. Arrangements will be made for individuals to collect from the project.

Projects based in Strathmartine Ward:

Name of Project	Brief Summary of Provision
St Lukes Cafe Church Food Project	Drop in for free food bags.
St Marys Food Larder	Food larder – pre-made bags and lunch bags from Social Bite. Free kids activity packs.
Kirkton Food Larder	Food larder – pre-made bags and lunch bags from Social Bite. Free kids activity packs.

Projects based in West End Ward:

Name of Project	Brief Summary of Provision
The Community Fridge	Free community fridge includes chilled items, dry stock, bread, fruit and vegetables.
Making Dundee Home	Free food parcels, advice and support.

Other Projects operating in the City:

Name of Project	Brief Summary of Provision
Broughty Ferry Foodbank	Food parcels delivered (now ended)
Food Train (Not a Free Service)	Offering phone support and grocery delivery service to over 65's city wide
Come Dine With Me	Come Dine With Me - delivering hot meals to over 65's (St Marys area only). Currently not taking any more referrals.
Dundee Thegither	Free food parcel delivery (not taking any new referrals, delivering to regulars)

4 Emergency Food Provision Survey

In June 2020, emergency food projects which were part of the Food Insecurity Network in Dundee asked a sample of their service users to complete a survey about their experiences of using the projects. Projects were issued with a copy of the survey form and were asked to pose the questions to a sample of their services users.

Projects conducted the surveys via telephone or by asking services users to complete a paper-based survey form when they visited the project or when they received a food delivery. A copy of the survey form is contained in Appendix A.

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A total of 191 completed survey forms were returned and this report presents the results of the survey.

4.1 Question 1: Project Name

Table 1: Question 1. Please state name of project

Please state name of project	Number of responses	Percentage of overall survey response
Boomerang	24	12.6%
Broughty Ferry Foodbank	5	2.6%
Coldside Community Cupboard	10	5.2%
Dundee Thegither	10	5.2%
Dundee West End Community Fridge	8	4.2%
Haven (Haven =31, Haven Food Insecurity = 4, Haven Food Insecurity Delivery = 5, Haven food Insecurity Project = 5)	45	23.6%
Kirkton Food Larder	10	5.2%
LifeGate (Lifegate Community Café = 4, Lifegate=3)	7	3.7%
Lochee Community Hub	3	1.6%
Menzieshill (Menzieshill Food Provision = 6 and Menzieshill Parish Church = 3)	9	4.7%
Parish Wings	10	5.2%
RockSolid Dundee	18	9.4%
Salvation Army Community Outreach	6	3.1%
St Marys (St Marys = 4, St Marys Community Centre =1, St Marys Food = 1, St Marys Food Larder = 3, St Marys Larder = 1)	10	5.2%
Strathmartine Food Larder	1	0.5%
The Attic Lounge	4	2.1%
The Friary Support	4	2.1%
Not Stated	7	3.7%
Total	191	100%

Question 1 asked respondents to state the name of the project they were receiving support from. In total 191 completed survey forms were returned from a variety of different providers in the City. Haven (45 responses or 23.6% of the total return) and Boomerang (24 responses or 12.6% of the total return) were the projects that returned the largest number of completed survey forms.

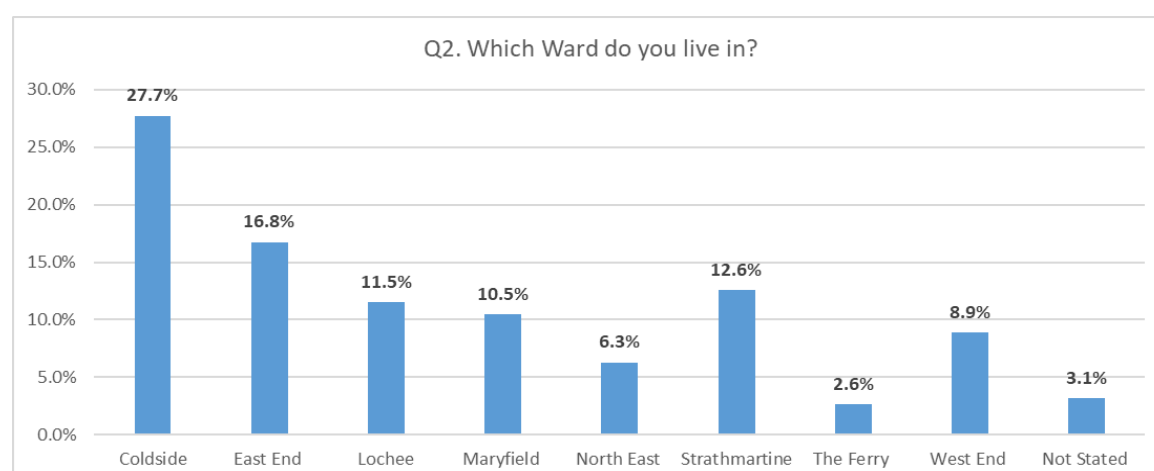
4.2 Question 2 – Ward where respondents live

Table 1: Q2. Which ward do you live in?

Ward	Number of responses	Percentage of overall survey response
Coldside	53	27.7%
East End	32	16.8%
Lochee	22	11.5%
Maryfield	20	10.5%
North East	12	6.3%
Strathmartine	24	12.6%
The Ferry	5	2.6%
West End	17	8.9%
Not Stated	6	3.1%
Total	191	100.0%

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Figure 1: Question 2: Which ward do you live in?



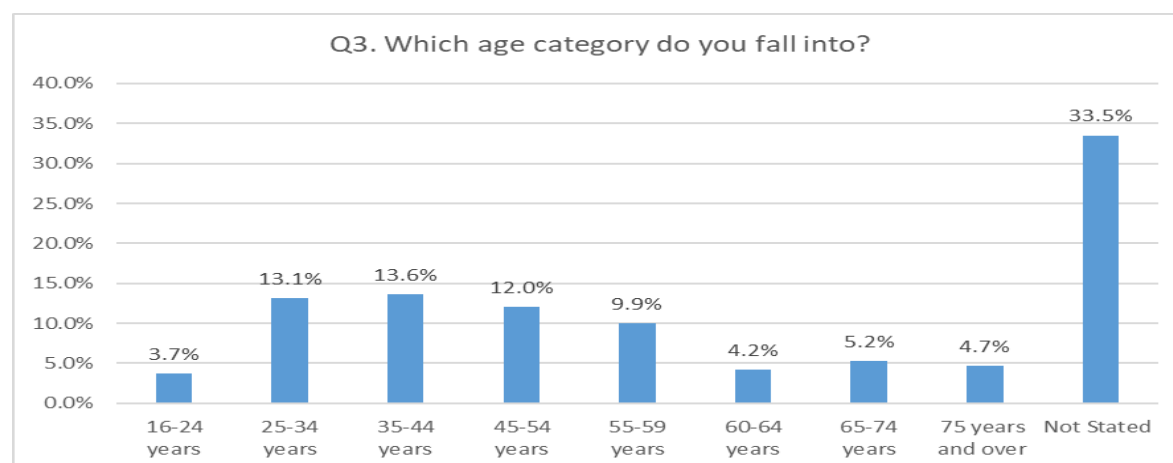
Completed survey forms were returned by individuals from all wards in Dundee City. The greatest proportion of respondents lived in Coldside (27.7%) and East End (16.8%). The Ferry with 2.6% was the ward which had the lowest proportion of respondents.

4.3 Question 3 – Respondents Age

Table 2: Question 3 Which age category do you fall into?

Age category	Number of responses	Percentage of overall survey response
16-24 years	7	3.7%
25-34 years	25	13.1%
35-44 years	26	13.6%
45-54 years	23	12.0%
55-59 years	19	9.9%
60-64 years	8	4.2%
65-74 years	10	5.2%
75 years and over	9	4.7%
Not Stated	64	33.5%
Total	191	100.0%

Figure 2: Question 3 – Which age category do you fall into?



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Respondents were asked to state which age group they fell into, around 34% of respondents did not indicate their age. Individuals aged 35-44 years accounted for 13.6% of the survey return, 13.1% were aged 25-34 years, 12.0% were aged 45-54 years and 9.9% were aged 55-59 years. Those who were aged 65-74 years accounted for 5.2% of the survey return and 4.7% were aged 75 years and over. Individuals aged 60-64 years accounted for 4.2% of the survey return with the remaining 3.7% being aged 16-24 years.

4.4 Question 4 – Support Received

Table 3: Question 4 What kind of support have you received? (All Responses including breakdown of those who indicated multiple sources of support)

Support	Number of responses	Percentage of overall survey return
Food Larder only	65	34.0%
Drop In only	46	24.1%
Food Delivery only	27	14.1%
Lunch Delivery only	5	2.6%
Not Stated	3	1.6%
Responses where multiple selections made:		
Food Delivery and Lunch Delivery	20	10.5%
Drop In and Food Delivery	5	2.6%
Drop In and Food Larder	8	4.2%
Food Delivery and Food Larder	3	1.6%
Food Delivery, Food Larder and Lunch Delivery	3	1.6%
Drop In, Food Delivery, Food Larder and Lunch Delivery	2	1.0%
Food Larder and Lunch Delivery	4	2.1%
Total	191	100.0%

Question 4 asked respondents to indicate the type of support they were receiving, whilst the majority of respondents (143 respondents or 74.9% of the overall survey return) indicated that they had received one type of support, 45 respondents (23.6%) indicated that they had received multiple types of support. The different combination of support that respondents stated that they were receiving are displayed in Table 4.

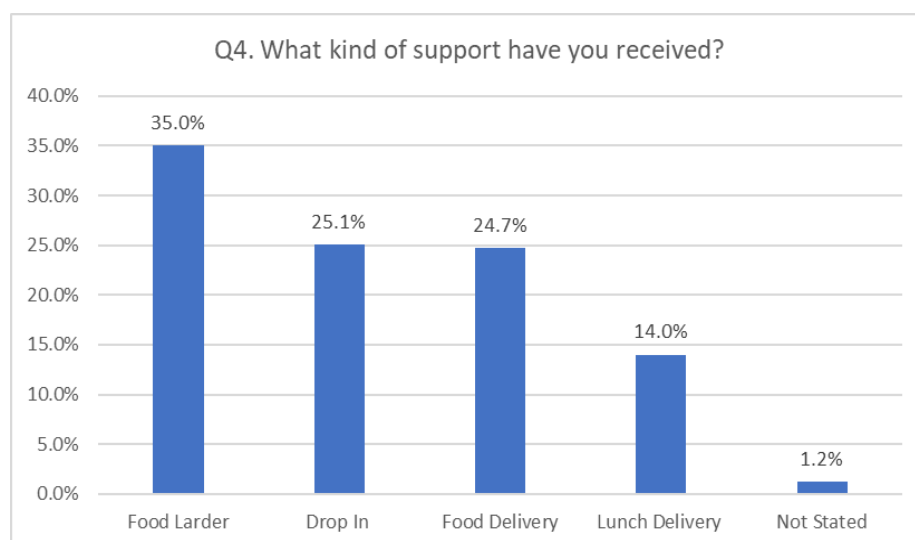
Table 5 and Figure 3 below incorporate the responses from individuals who were receiving multiple sources of support into the support options contained in Question 4.

Table 4 – Question 4 – What kind of support have you received?

Support Received	Number of responses	Percentage of overall survey return
Food Larder	85	35.0%
Drop In	61	25.1%
Food Delivery	60	24.7%
Lunch Delivery	34	14.0%
Not Stated	3	1.2%
Total	243	100.0%

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Figure 3: Question 4 – What kind of support have you received?



The above table and chart show that 35% of respondents were receiving support from a Food Larder, 25.1% were receiving support from a Drop In, 24.7% were receiving Food Deliveries and 14.0% of respondents were receiving a Lunch Delivery. A small proportion of respondents (1.2%) left this question unanswered.

4.5 Question 5 – Number of people receiving support

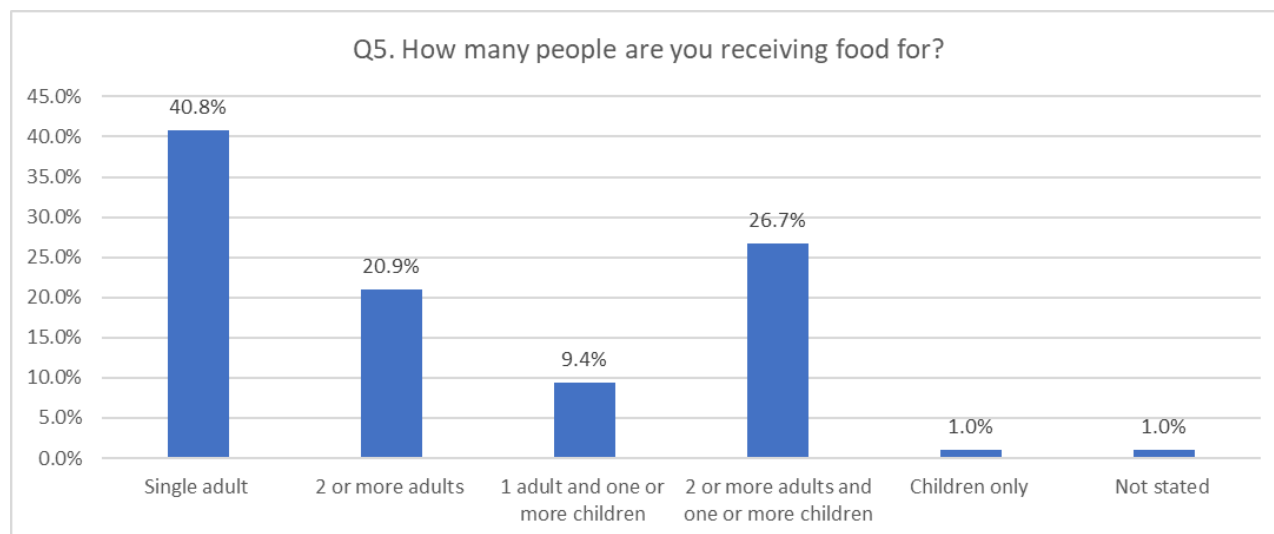
Table 5 - Question 5 - How many people are you receiving food for?

Breakdown of people receiving food	Number of responses	Percentage of overall survey return
Responses from 1 Adult		
1 Adult	78	40.8%
1 Adult and 1 Child	9	4.7%
1 Adult and 2 Children	7	3.7%
1 Adult and 3 Children	2	1.0%
1 Adult occasionally 2 Adults	1	0.5%
Responses from 2 Adults		
2 Adults	29	15.2%
2 Adults and 1 Child	17	8.9%
2 Adults and 2 Children	10	5.2%
2 Adults and 3 Children	8	4.2%
2 Adults and 4 Children	3	1.6%
2 Adults and 5 Children	2	1.0%
Responses from 3 Adults		
3 Adults	5	2.6%
3 Adults and 1 Child	4	2.1%
3 Adults and 2 Children	2	1.0%
3 Adults and 3 Children	2	1.0%
Responses from 4 Adults		
4 Adults	5	2.6%
4 Adults and 1 Child	2	1.0%
4 Adults and 2 Children	1	0.5%
Responses where only children supported		
1 Child	1	0.5%
2 Children	1	0.5%
Question not answered		
Not Stated	2	1.0%

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Question 5 asked respondents to state how many adults and children were receiving food from the food projects. A detailed breakdown of those receiving support is shown in Table 6. Figure 4 below summarises this information into categories.

Figure 4: Question 5 – How many people are you receiving food for?



When asked to indicate how many adults and children they were receiving food for:

- 78 respondents (40.8%) were single adults
- 51 respondents (26.7%) were receiving food for Two or more adults and one or more children
- 40 respondents (20.9%) were receiving food for Two or more adults
- 18 respondents (9.4%) were receiving food for One Adult and one or more children
- 2 respondents (1.0%) were receiving food for children only
- 2 respondents (1.0%) left this question unanswered

4.6 Question 6 – Main Reason for using Food Project

Table 6: Question 6 - What is the main reason you are having to use a food project? (All Responses including breakdown of those who indicated multiple reasons for using a Food Project)

Main reason	Number of responses	Percentage of overall survey return
Long term low income	43	22.5%
Long term financial difficulties	17	8.9%
Loss of income	16	8.4%
Lockdown	15	7.9%
Other	10	5.2%
Furlough	9	4.7%
Can't get out to shops	7	3.7%
Delays in accessing benefits	6	3.1%
Not stated	2	1.0%
Responses from those who selected multiple options as the main reason:		
Long term low income and Lockdown	7	3.7%
Long term low income and Can't get out to shops	6	3.1%
Long term low income and Other	5	2.6%
Long term low income and Long term financial difficulties	5	2.6%
Lockdown and Loss of income	5	2.6%
Long term financial difficulties and Other	5	2.6%
Long term low income, Lockdown, Loss of income and Other	4	2.1%
Lockdown and Can't get out to shops	3	1.6%

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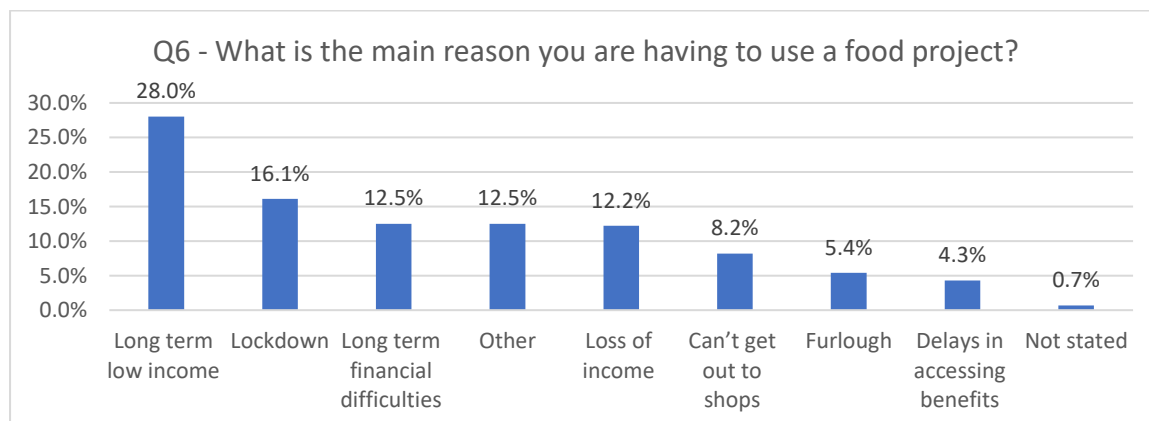
Lockdown, Loss of income and Delays in accessing benefits	3	1.6%
Long term low income, Long term financial difficulties and Other	2	1.0%
Long term low income and Loss of income	2	1.0%
Lockdown and Long term financial difficulties	2	1.0%
Lockdown and Other	2	1.0%
Can't get out to shops and Long term financial difficulties	2	1.0%
Can't get out to shops and Other	2	1.0%
Long term low income, Furlough and Other	1	0.5%
Long term low income and Furlough	1	0.5%
Long term low income, Lockdown, Loss of Income and Furlough	1	0.5%
Long term low income, Can't get out to shops and Other	1	0.5%
Loss of income, Delays in accessing benefits and Other	1	0.5%
Lockdown and Furlough	1	0.5%
Lockdown, Loss of income, Delays in accessing benefits and Long term financial difficulties	1	0.5%
Can't get out to shops, Long term financial difficulties and Other	1	0.5%
Delays in accessing benefits and Other	1	0.5%
Furlough and Can't get out to shops	1	0.5%
Furlough, Loss of income and Lockdown	1	0.5%
Total	191	100.0%

Question 6 asked respondents to state the main reason why they were using a food project. Whilst most respondents selected one main reason, there were 66 respondents who indicated multiple responses to this question. The combination of different responses provided are shown in Table 7 above. Table 8 and Figure 5 below incorporate all of the responses provided to this question into the individual categories contained in question 6.

Table 7 - Question 6 - What is the main reason you are having to use a food project?

Main reason	Number of responses	Percentage of overall survey return
Long term low income	78	28.0%
Lockdown	45	16.1%
Long term financial difficulties	35	12.5%
Other	35	12.5%
Loss of income	34	12.2%
Can't get out to shops	23	8.2%
Furlough	15	5.4%
Delays in accessing benefits	12	4.3%
Not stated	2	0.7%
Total	279	100.0%

Figure 5 – Question 6 – What is the main reason you are having to use a food project?



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Having a Long term low income (28.0%) was the most popular reason given as to why respondents were using food projects this was followed by Lockdown (16.1%), Long term financial difficulties (12.5%), Other (12.5%) and Loss of income (12.2%). Around 8% of respondents stated that not being able to get out to shops was the reason why they were using a project, 5.4% stated that they were using the projects due to furlough and 4.3% stated they were using the projects due to delays in accessing benefits. A small percentage of respondents (0.7%) left this question unanswered.

Respondents who stated Other as the reason for using the food projects were asked to specify. In total 35 respondents (12.5%) stated other. When analysing the comments made:

- 15 responses (42.9%) were financial related reasons.
- 8 responses (22.9%) were health related reasons
- 4 responses (11.4%) were in relation to the persons living situation or personal circumstances
- 3 responses (8.6%) were related to mental health/anxiety issues
- 3 responses (8.6%) were recycling/reducing food waste reasons
- 1 response (2.9%) was for company/to receive food
- 1 response (2.9%) was due to the food projects being free to use

Table 9 shows the individual responses grouped together in the categories discussed above. The responses are shown along with the number of respondents who stated each response.

Table 8: Question 6 – What is the main reason you are having to use a food project – Other please specify

Financial Related Reasons - 15 responses (42.9%)	No
Benefit issues.	1
Cannot get a bank account or transferred to Universal Credit.	1
Financial Issues and social isolation caused by lockdown.	1
Debt.	1
No income, isolated in a multi-storey flat.	1
Not got anything.	1
Rent arrears.	1
To help others, mum and dad low income and sheltered housing residents who can't get to shops.	1
Unemployed.	1
Universal Credit.	1
Works shifts.	1
Looking after other family members with no additional income.	1
Husband on furlough. Myself on reduced hours.	1
Looking for work.	1
PIP stopped just before lockdown	1
Health Related Reasons - 8 responses (22.9%)	No
Carer/Disabled.	2
Health issues.	1
Home-help has stopped during pandemic.	1
Open left ankle fracture.	1
Shielding.	1
Mobility issues.	1
Housebound due to an injury.	1
Living situation / Personal situation reasons - 4 responses (11.4%)	No
Homeless (Salvation Army).	1
Just moved, learning to budget.	1
Left partner.	1
Nephew staying also during lockdown.	1
Mental Health Related / Anxiety reasons - 3 responses (8.6%)	No
Mental health issues.	2
Anxiety.	1
Recycling / Food waste reasons - 3 responses (8.6%)	No
Food waste / To reduce food waste	2

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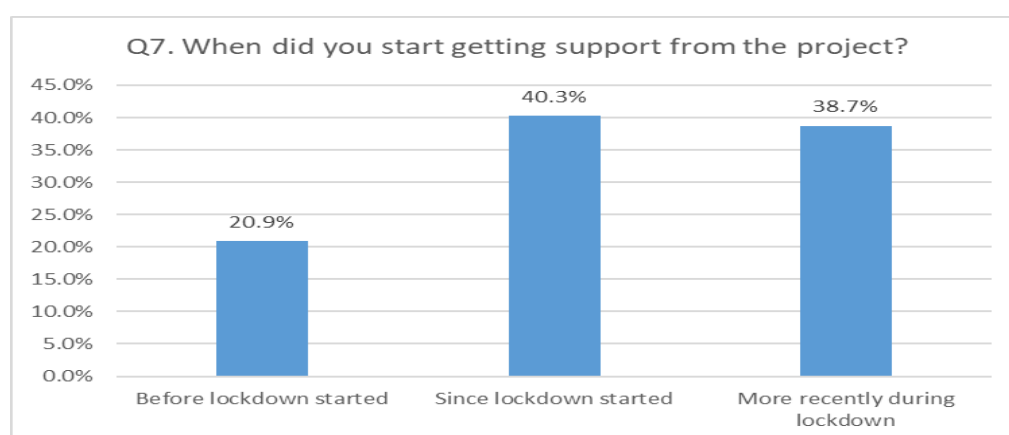
Recycling.	1
For Company to receive food - 1 response (2.9%)	No
Company and food.	1
Using because its Free - 1 response (2.9%)	No
Free.	1

4.7 Question 7 – When did they start getting support from the project?

Table 9: Question 7 – When did you start getting support from the project?

Receiving Support	Number of responses	Percentage of overall survey response
Before lockdown started	40	20.9%
Since lockdown started	77	40.3%
More recently during lockdown	74	38.7%
Total	191	100.0%

Figure 6: Question 7 – When did you start getting support from the project?



When asked when they started getting support from the project, 40.3% stated that they had been receiving support since lockdown started and 38.7% stated that they had started receiving support more recently during lockdown. Around 21% of respondents stated that they had been receiving support from the project before lockdown started.

4.8 Question 8 – Length of time people will need support for

Table 10 – Question 8a – How long do you think you will need support for? (All Responses including breakdown of those who indicated multiple responses)

Response	Number of responses	Percentage of overall survey return
May need ongoing help	53	27.7%
Don't know	40	20.9%
Until lockdown ends	30	15.7%
Until I get back to work normally	21	11.0%
Until my benefits are in place	11	5.8%
Not stated	10	5.2%
Until furlough ends	5	2.6%
Until the school summer holidays end	4	2.1%
Responses from those who selected multiple options as the main reason:		
Until lockdown ends and Until I can get back to work normally	3	1.6%
Until lockdown ends and Until my benefits are in place	3	1.6%
Until lockdown ends and May need ongoing help	2	1.0%
Until lockdown ends and Until the school summer holidays end	2	1.0%

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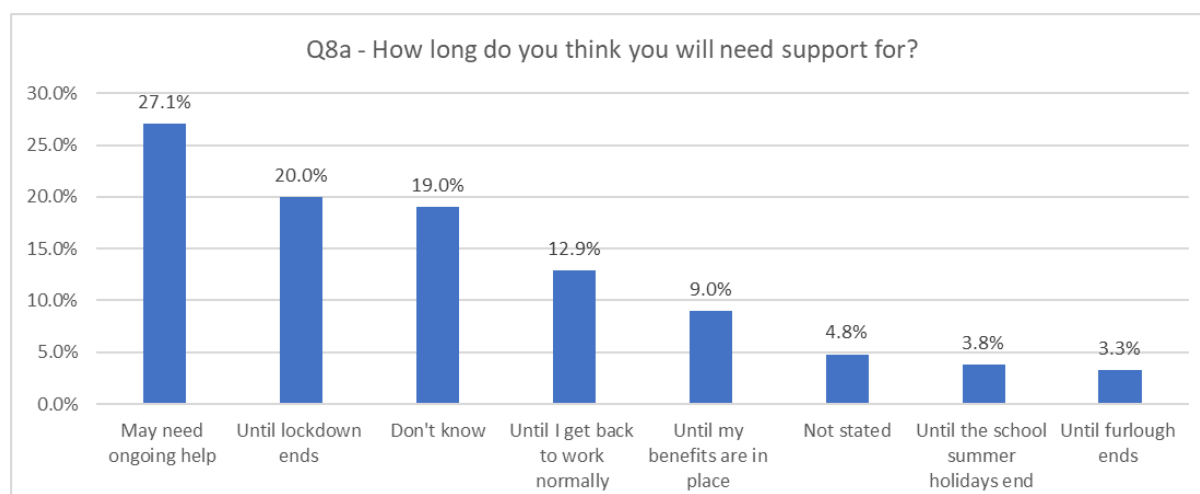
Until furlough end and Until lockdown ends	1	0.5%
Until furlough ends, Until my benefits are in place and May need ongoing help	1	0.5%
Until I get back to work normally and Until the school summer holidays end	1	0.5%
Until lockdown ends, Until my benefits are in place and Until I can get back to work normally	1	0.5%
Until my benefits are place and May need ongoing help	1	0.5%
Until my benefits are in place and Until I get back to work normally	1	0.5%
Until my benefits are in place and Until the school summer holidays end	1	0.5%
Total	191	100.0%

Question 8a asked survey respondents to indicate how long they think they will need support for. Whilst the majority of respondents selected one response to this question, a small number of respondents indicated multiple responses. Table 11 shows the combination of the different responses made to this question. Table 12 and Figure 7 incorporate all the responses into the individual categories contained in Question 8a.

Table 11 Question 8a – How long do you think you will need support for?

How long do you think you will need support for?	Number of responses	Percentage of overall survey return
May need ongoing help	57	27.1%
Until lockdown ends	42	20.0%
Don't know	40	19.0%
Until I get back to work normally	27	12.9%
Until my benefits are in place	19	9.0%
Not stated	10	4.8%
Until the school summer holidays end	8	3.8%
Until furlough ends	7	3.3%
Total	210	100.0%

Figure 7 – Question 8a – How long do you think you will need support for?



When asked to indicate how long they think they will need support for, 27.1% of respondents stated that they may need ongoing help. This was followed by 20.0% of respondents who felt that they would need support until lockdown ends and 19.0% who stated that they don't know how long they will need support for. Around 13% of respondents stated that they would need support until they could get back to work normally and 9.0% stated that they would need support until their benefits are in place. Just

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under 4% of respondents felt that they would need support until the school summer holidays end and 3.3% felt they would need support until furlough ends. Just under 5% of respondents left this question unanswered.

Question 8b then asked respondents if they knew roughly how long they would need support for. The majority of respondents (141 or 73.8% of the overall survey response) stated that they did not know when this would / were unable to provide an estimate or left this question unanswered.

50 individuals (26.2%) supplied an estimate of when they would need support until:

- 41 respondents (82.0%) stated an estimated month or rough timescale
- 5 respondents (10.0%) felt that they would need ongoing support, support for the foreseeable future, support for as long as they can have it or as long as they need it
- 1 respondent (2.0%) stated that they would stop using the food projects as soon as possible
- 1 respondent (2.0%) stated they would use the food projects until they could get their life sorted out
- 1 respondent (2.0%) stated that they would use the food projects until they could get back to college
- 1 respondent (2.0%) stated that they would use the food projects until the end of lockdown

The individual responses made by these individuals are shown in Table 13 below:

Table 12- Question 8b – Roughly how long do you think you will need support for - Estimate

Estimate	Responses
August	15
July, Mid July or End of July	5
1 month	2
August/September	2
September - Going to college	2
October	2
Don't know - 3 months?	1
Don't know - August/September?	1
Don't know possibly September	1
Don't know – Indefinite	1
ASAP	1
3 weeks	1
3-4 weeks	1
Maybe next month.	1
June - No more after this week	1
I should be mobile by August	1
August - Until college starts	1
September - Waiting on a carer/more support	1
December	1
End of the year	1
January 2021	1
As long as I can	1
As long as it takes!	1
For the foreseeable future	1
Ongoing	1
Until I get my life sorted out	1
Until I go back to college	1
Until the end of lockdown	1

4.9 Question 9a – Best thing about the help you’ve received from the project?

Question 9a was a contextual question which asked respondents, “What has been the best thing about the help you have received from the project. The majority of respondents (172 respondents or 90.1%) provided an answer to this question. The vast majority of respondents stated more than one aspect being the best thing about the help received from the project. The following table provides a broad overview of the types of support mentioned in response to this question.

Please note as some respondents have mentioned multiple aspects of support in their comments, each individual form of support mentioned in the comment will be assigned to the corresponding category in the table below. As such the overall total in the table will exceed the overall number of individual responses.

Table 13: Question 9a – What has been the best thing about the help you have received from the project?

Best thing about the help you have received from the project	No
Receiving food including deliveries for themselves and families.	71
Appreciation/satisfaction with the projects as a whole and the support they provide.	56
Satisfaction/appreciation of staff.	31
The support from the projects help to reduce financial pressures.	22
Social interaction, meeting others, speaking with others or company.	20
Satisfaction with the quality of food received.	16
Receiving advice, information, support or guidance.	16
The variety and choice of food.	14
Helps reduce stress and worry including worries about feeding children, going out for shopping etc.	9
Receiving other supplies and forms of support examples include dog food, plants, toiletries, mobile phones, electricity and help with shopping.	8
Community spirit associated with the projects.	5
Location of projects, projects are local and there for local people to access.	5
Helps to reduce food waste.	2
Using the projects have helped with mental wellbeing.	1

A selection of the responses made to this question are shown below:

“At the beginning I was very embarrassed about asking for help, but I know now many people are in the same or worse situation than myself. Getting talking to other people has helped me a lot.”
“Lots of choice, always fresh and good quality. I can work my meals around what is available, there is a wide variety. It is good there is no limit to what you can take for bigger families that are struggling.”
“The food has been amazing as we have little food in the house. It helps us and staff are very friendly and so helpful.”
“With being on furlough income is low so I know I can get food to feed my family. Don't know what I would do without this help.”
“Eases food financial pressure by providing staple foods, toiletries and dog food. It frees up money for other things.”
“The food delivery has been great but getting face to face (even at a distance) contact has been wonderful.”
“Popular place, lots of local people use it who are in dire straits. As a family we get a good amount of food and varied.”
“The help and support has been great and a life support for families struggling from one week to the other.”
“Think it's been fantastic. Wouldn't have got through it without the help and support of special people.”
“Found my faith. Might have starved. Might have taken my life. Company, Encouragement and love.”

A list of the individual comments made in response to this question can be found in Appendix B.

4.10 Question 9b – Is there anything you think they could do better to support you?

Question 9b was a contextual question which asked respondents, “Is there anything you think they could do better to support you?”. The majority of respondents (137 respondents or 71.7%) provided a response to this question.

Most respondents who provided a response to this question (117 or 85.4%) stated that no changes were required or voiced satisfaction/ appreciation with the service received. In total 20 comments were made (14.6%) that suggested things that the projects could do better to support service users. Of the twenty comments:

Eight comments (40%) related to changes and improvements to current procedures. These suggestions were:

- Opening earlier
- Opening up the social hub
- Delivering to homes
- Having a seating area
- Manning the cupboards
- Putting out less products at a time as some people take too much
- Changing or improving procedures when food arrives (did not explain what need to be changed/improved)
- Person stated that they didn't like to be watched when using the project

Three comments (15%) related to more communication and advice being made available. This included more advice in general, leaflets with information about other projects and more Facebook posts.

Two comments (10%) related to help with gas and electricity, one of the respondents stated that they needed help as they were using more gas and electricity due to the coronavirus situation.

Two comments (10%) suggested that there should be more supplies available for babies and children. This included baby food, nappies, sweets, toys, colouring books and things to keep children occupied.

Two comments (10%) suggested having a better variety of food including more fruit.

One comment (5%) suggested opening a new day centre like one they were aware of in Perth. This would allow people to access everything in one location including access to showers, food, washing etc.

One comment (5%) stated that they would like the projects to supply pet food.

One comment (5%) stated that they would like assistance with their housing situation and would like to be moved to more suitable accommodation.

A list of the individual comments made in response to this question can be found in Appendix C.

4.11 Question 10 – Apart from Food, has the project given you any other support?

Question 10 was a contextual question which asked respondents if they have received any other support apart from food. Most respondents (155 or 81.2%) provided a response to this question. There were 43 responses which were excluded from the analysis as they referred to food support only or were responses from individuals stating that they had not received or did not require any other forms of support. Excluding these meant that 112 respondents (58.6%) supplied a response to this question.

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As some respondents mentioned multiple aspects of support in their responses, each individual form of support has been assigned to a corresponding category in the table below. This means that the overall total in the table below will exceed the overall number of individual responses.

Table 14 – Question 10 – Apart from Food, has the project given you any other support?

Other types of support received	No
Social interaction with others including company of others, having someone to talk to, someone to listen or someone to provide emotional support etc. This interaction includes both interaction in person and interaction on the telephone etc.	39
Information, advice and leaflets. Many users did not specify what type of advice and information they had received. However, those who did stated that they had received advice and information on a variety of topics including benefits, welfare, energy, volunteering, mental health and general health advice.	33
Received toiletries.	19
Re-assurance of knowing that there is someone there to help or provide support.	16
Responses from those who stated that they had received other types of support but did not expand/explain the type of support they had received.	11
Activities, supplies and support for babies and children including nappies, activity packs, pens, toys and clothing.	11
Attending/using the project has boosted confidence, morale or improved mental wellbeing.	6
Other supplies including books, CD's, arts and crafts or gardening supplies.	5
Signposting or referrals to other services. Examples include Dundee Independent Advocacy Support (DIAS), Dundee City Council and Mental Health Services.	3
Spiritual guidance or help to find faith.	3
Received pet food.	2
Awareness of groups that people can attend once lockdown is over.	1
Received clothing.	1
Received an electricity metre payment.	1
Received a mobile phone.	1
Received washing powder.	1

A selection of responses made to this question are shown below:

"Emotional support I'm feeling really low and appreciated the phone call."
"I have found that as time goes on, emotionally and socially I have more confidence to access the cupboard. If you phone the project support worker they provide lots of support to access cash and lots of other help that is available."
"Yes, project addresses social isolation through the contact phone calls of delivery. As beneficial as the food."
"Yes, the groups have given me confidence and having someone to go for support about anything including benefits and my mental health etc."
"Yes, a lifeline to outside."
"Information, people to talk to, social interaction, mental wellbeing, guidance and support."
"Toiletries and advice from nurses/advice in general."
"Activities for the children has been much appreciated."
"Recipe books. I also know there are groups I can come to after lockdown and I am looking forward to that. The visits to the cupboard get me out of the house and I get some fresh air and a walk."
"Yes, by keeping in contact with me through lockdown and making sure I am okay and if I need anything to get in touch with them."

A list of the individual comments made in response to this question can be found in Appendix D.

4.12 Summary of responses to Questions 9A, 9B and 10

The contextual responses made to questions 9a, 9b and 10 expressed satisfaction and appreciation of the support that individuals had received from the emergency food projects as a whole and from the staff and volunteers who operate these projects.

When respondents were asked if there was anything that the projects could do to support service users better, the vast majority of respondents stated that they were happy with the level of support they had received and did not suggest any improvements or changes. A small number of respondents suggested some changes/improvements which included changes to opening hours, having seating areas/opening up social hubs and making changes to the way in which the projects distribute food. Other suggestions included having more supplies available for babies, children and pets, having more information available about other projects and offering other types of support such as help with heating and electricity.

Many respondents stated that as well as food the projects had supplied them with other forms of support. The projects allowed service users to have some form of social interaction during lockdown and someone to turn to for advice, help and support as well as tangible items such as toiletries, supplies for babies/children and advice leaflets.

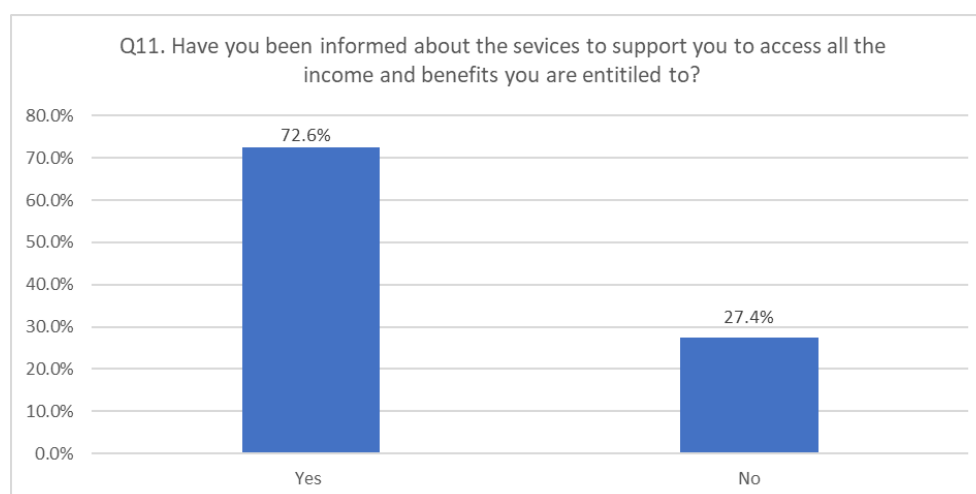
4.13 Question 11 – Being informed about other services

Table 15 – Question 11 – Have you been informed about services to support you to access all the income and benefits you are entitled to?

Have you been informed about services to support you to access all the income and benefits you are entitled to?	Number of responses	Percentage of overall survey response
Yes	106	55.5%
No	40	20.9%
Not Applicable	23	12.0%
Not Stated	22	11.5%
Total	191	100.0%

Question 11 asked respondents if they had been informed about services to support them to access all the income and benefits that they were entitled to, 23 respondents (12.0%) stated that this advice was not applicable and 22 respondents (11.5%) left this question unanswered. Figure 8 shows the percentage of respondents who answered Yes or No to this question if the not applicable and unanswered responses were discounted from the overall totals.

Figure 8: Have you been informed about service to support you to access all the income and benefits you are entitled to? (Excluding those who answered not applicable or left this question unanswered)



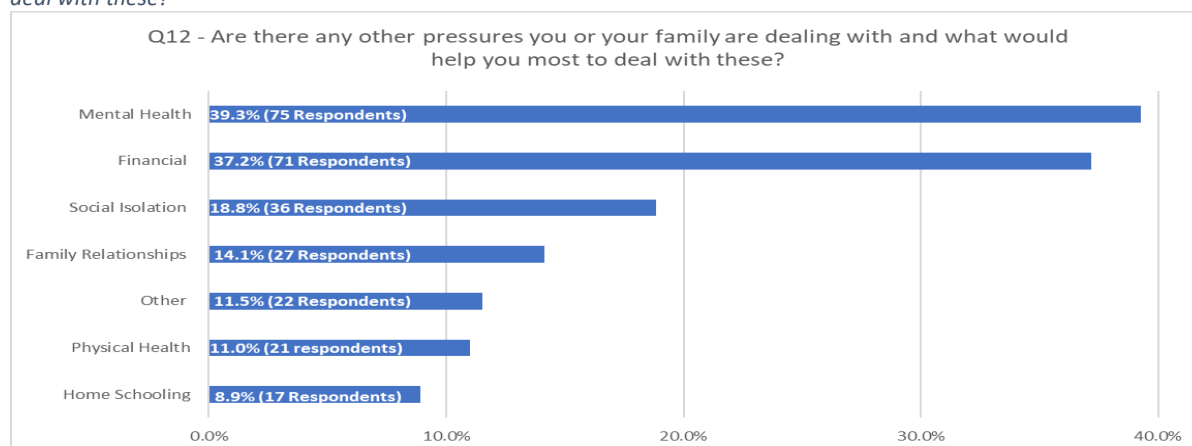
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When excluding the responses from those who left this question unanswered or selected the option not applicable, the majority of respondents (72.6% or 106 respondents) stated that they had been informed about services to support them to access all the income and benefits that they were entitled to. Forty respondents (27.4%) stated that they had not been informed about these services.

4.14 Q12 Pressures facing respondents

Question 12 contained a list of pressures and asked respondents to indicate if they or their family were experiencing any of these. As well as indicating if they were facing any of the pressures, respondents were also asked to explain what would help them deal with these issues.

Figure 9: Question 12 – Are there any other pressures you or your family are dealing with and what would help you most to deal with these?



Seventy five (39.3%) respondents indicated that they or their family were dealing with pressures associated with mental health. Of the 75 respondents who indicated that they or their family were dealing with these pressures, 53 respondents did not provide a response when asked to provide details on what would help them most to deal with these pressures.

Thirteen respondents did however explain what would help, with most of the comments centred around lockdown being eased and being able to access mental health services/support and appointments. A further nine respondents did not suggest a solution to help with these issues but instead explained the issues that they were facing. The responses from those who stated that they/their family were facing pressures related to mental health are shown in the table below:

Table 16: Question 12 – Responses from those who indicated pressures associated with Mental Health

What would help you most to deal with these (Mental Health)	No
Coming out of lockdown / lockdown to be lifted/More socialising	3
Alloway Centre opening.	1
My brothers' doctors to listen to us.	1
Get back to sessions/support.	1
Knowing where to find support. I know support is here at this difficult time.	1
Getting a new job.	1
Social stability.	1
Help with managing communications with family who have suffered abuse.	1
Having people to talk to that helps take your mind off any minor things that are bothering you.	1
Lost a lot of family members with this lockdown and lost a lot of weight due to this lockdown.	1
Will get help from hub when re-opening properly.	1
Easier access mental health services.	1
Comments from individuals about their mental health pressures	
Struggling feeling low and depressed. On medication but doesn't take it, doctor aware of this.	1
Has mental health issues.	1
Ongoing.	1
Waiting on NHS appointment.	1
Nothing much can help. I have a phone consultation soon.	1

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Under control with medication.	1
Being dealt with now.	1
Already getting help through the hub from staff.	1
My son is really struggling with this and so are me and his dad.	1

Seventy one respondents (37.2%) stated that they or their families were facing financial pressures. When asked to explain what would help most to deal with these pressures, 48 respondents did not provide a response. Fifteen respondents did however provide details/explain what would help them or their families most to deal with financial pressures. Some of the suggestions included receiving more help with budgeting and managing money, finding paid employment and being entitled to access more benefits and support. A further eight respondents did not state what would help but instead provided details about the financial pressures they were facing. Two of these respondents stated that they were already receiving assistance. The responses from those facing financial pressures are shown in the table below:

Table 17 - Question 12 – Responses from those who indicated Financial Pressures

What would help you most to deal with these (Financial Pressures)	No
Help with budgeting and managing money.	2
Paid employment for my wife and I / A job	2
Getting free school meals. We are not entitled although son gets them at school because of his age.	1
This helps.	1
Additional income to support other family members staying with me.	1
PIP re-instated.	1
Deal with this ASAP but nothing is open.	1
Food parcels, help with gas and electric.	1
Receiving any information available.	1
Cutting down the amount of money their taking off me for rent arrears.	1
An increase in benefits.	1
Services like these to still exist where you don't need a referral or there is a limit.	1
More money.	1
Comments from individuals about their financial pressures	
Don't have enough income as I am unemployed/ Has no income	2
Very difficult looking after grand-daughter being at a demanding age.	1
All companies closed, can't get a job just now.	1
Already getting help through the hub from staff.	1
I know it will go back to normal eventually when we can get back to work as normal.	1
Getting help already.	1
Awaiting furlough money working with agency.	1

Thirty six respondents (18.8%) stated that they or their families were dealing with pressures relating to social isolation. When asked to explain what would help with these pressures 22 respondents did not provide a response. Seven respondents explained what would assist with these pressures with most stating that the easing of lockdown and getting back to some type of normal would help. The remaining seven respondents did not suggest solutions but instead gave an insight into the issues they were facing. The responses from those facing pressures due to social isolation are shown in the table below:

Table 18 - Question 12 – Responses from those who were facing pressures associated with Social Isolation

What would help you most to deal with these (Social Isolation)	No
Information about volunteering.	1
Will be better when people don't have to isolate and can see more people.	1
Getting back to normal.	1
Getting back to work, miss not seeing work mates.	1
Knowing there is people to talk to.	1
Help getting out the house and mixing with others.	1
The easing of lockdown will help.	1

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Comments from individuals about issues associated with social isolation	
Autism/Asperger's makes this more difficult.	1
Not getting to see kids.	1
Can't hold a conversation.	1
My depression is worse due to this but a lot of people are suffering.	1
My partner is going a bit stir crazy at the same time doesn't want to leave the house.	1
No access to the Internet	1
Does not go out due to mobility issues. Son is main carer.	1

Twenty seven respondents (14.1%) stated that they or their families were facing pressures associated with family relationships. When asked to explain what would help them to deal with these pressures 16 respondents did not provide a response. Three respondents provided details on what would help, with two respondents stating that easing lockdown would allow them to visit family members and the remaining respondent stating that having more education about addiction would help with family relationships. The remaining eight respondents did not provide solutions but instead provided an overview of the issues they were facing. The responses from those who stated that they were facing pressures related to family relationships are shown in the table below:

Table 19 – Question 12 – Responses from those who were facing pressures associated with Family Relationships

What would help you most to deal with these (Family Relationships)	No
Having education about addiction.	1
Ease of restrictions - Being able to meet my sisters.	1
Be able to visit family once lockdown is over.	1
Comments from individuals about issues associated with family relationships	
Has family from Poland staying until lockdown and end to travel restrictions.	1
Son is main carer.	1
Lives with 4 sons 3 of which are of adult age.	1
Lives in a cramped flat, feeling the strain of this.	1
Illness of brother.	1
Missing family is part of this and nothing can be done to help.	1
Haven't seen my daughter since before Christmas.	1
Can help elderly relatives who struggle getting out the house.	1

Twenty two respondents (11.5%) stated that they or their families were facing other pressures. Seven respondents did not explain the issues they were facing. Six respondents provided details on the aspects that would help with the pressures including ongoing food support, drop in sessions to help with literacy and numeracy, help with electricity and gas and finding employment or attending college. The remaining nine respondents discussed the pressures they were facing these included caring/looking after family members, not having access to computers, coping during the pandemic and work pressures. The responses from those who stated other pressures are shown in the table below:

Table 20 – Question 12- Responses from those who were facing other pressures

What would help you most to deal with these (Other Pressures)	No
Accessing ongoing shopping support / ongoing shopping deliveries.	3
Electricity and Gas.	1
Need a job or college.	1
Literacy and numeracy problems. Drop in support.	1
Comments made about the pressures	
Coping under the circumstances although financially under pressure and the social isolation with three children can takes its toll.	1
Is guardian to grand-daughter.	1
Having difficulty in coping. Her son volunteers.	1
It is hard going living in a small flat with 2 adults and 4 children for such a long time. This impacts on family relationships and mental and physical wellbeing.	1
No access to computers.	1
People are scared.	1

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Difficulty finding suitable work.	1
Helping family members financially during lockdown.	1
Work, I am a key worker and pressure has been hard.	1

Twenty one respondents (11.0%) stated that they or their families were facing pressures associated with physical health. Eleven respondents did not provide a response when asked to explain what would help with these pressures. Four respondents suggested things that could help with the pressures including exercise, re-opening leisure centres, different employment and having access to nurses for advice. The remaining six respondents provided a brief description of the physical health problems they were facing. The responses from those who stated pressures with physical health are shown in the table below:

Table 21 – Question 12 – Responses from those who were facing physical health pressures

What would help you most to deal with these (Physical Health)	No
Swimming - Open the leisure centres.	1
Getting a new job.	1
Could do with more exercise.	1
Have a district nurse there for advice.	1
Comments from individuals describing their physical health	
Mobility problems, leg and back pain. Bowel issues and heart attacks previously. On daily medication for these conditions.	1
Has various physical health issues.	1
Arthritis.	1
Physical health is poor.	1
Leg Injury	1
Experiencing chronic sciatica and currently awaiting appointment for MRI at Ninewells, but no other physical help required at the moment.	1

Seventeen respondents (8.9%) stated that they or their families were facing pressures associated with home schooling. Eight respondents who indicated that they were facing these pressures did not provide a response when asked what would help them deal with these issues. Six respondents suggested aspects that would assist them with home schooling including technical support and practical items, home schooling packs, paper based work instead of online, having school holidays and changes to their housing situation to make home schooling easier.

Three respondents did not provide a solution but instead provided a brief description of the issues that they were facing including children having learning difficulties, difficulties in getting children to focus and living situations. The responses from those who stated that they were facing difficulties associated with home schooling are shown in the table below:

Table 22 – Question 12 – Responses from those who were facing home schooling pressures

What would help you most to deal with these (Home Schooling)	No
Would like some tech support if possible. Existing tablet not fit for purpose.	1
School holidays.	1
Would require support and practical items.	1
If school could arrange home-school packs as this isn't currently available.	1
Re-housing.	1
More work printed off for kids instead of online.	1
Comments from individuals about issues associated with home schooling	
Her son has a learning difficulty.	1
Have 16-year-old niece living with us. Have struggled to do school work.	1
Two kids have dyslexia and 1 has ADHD and can be hard to get them to focus.	1

5 Conclusion

In conclusion the feedback from the survey provides evidence that the emergency food projects provide vital and welcome support to individuals and families facing food emergency/insecurity throughout Dundee. The results of the survey show that most respondents indicated that they were using an emergency food project due to financial issues or issues associated with lockdown. The majority of respondents (79%) stated that they had started to receive support from the projects since or more recently during lockdown with only 21% stating they were receiving support from the projects before lockdown started.

When asked how long they would need support for 27% of respondents felt that they may need ongoing help, 24% didn't know/did not answer and 20% felt that they would need support until lockdown ends. The remaining 29% stated they would need support until either they were able to get back to work normally, until their benefits were in place, until the end of the school summer holidays or until furlough ends. However, when asked to estimate the month when they would need support until, the vast majority of respondents (74%) were unable to provide a response.

Around 73% of respondents stated that they had been informed about services to support them to access all of the income and benefits they are entitled to. Responses to the contextual questions also evidenced that as well as food and other tangible items such as advice leaflets, toiletries and supplies for babies/children, the projects have allowed service users to speak to others/seek support and interact with others during the lockdown period.

Overall respondents were satisfied with the level of service they had received with many of the contextual comments provided expressing gratitude and appreciation with the service and support that respondents had received from the projects as a whole and from the staff and volunteers who provide these services.

Appendix A – Survey Form

1. Name of Project:

2. Which ward do you live in? (Please click in box or if paper-based mark an X)

Coldside ☐ East End ☐ Lochee ☐ Maryfield ☐

North East ☐ Strathmartine ☐ The Ferry ☐ West End ☐

3. Which age category do you fall into? (Please click in box or if paper-based mark an X)

16-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐

55-59 ☐ 60-64 ☐ 65-74 ☐ 75+ ☐

4. What kind of support have you received? (Please click in box or if paper-based mark an X)

Drop In ☐ Food Delivery ☐ Food Larder ☐ Lunch Delivery ☐

5. How many people are you receiving food for? (Please enter number in boxes)

Number of adults

Number of children

6. What is the main reason you are having to use a food project? (Please click in box or if paper-based mark an X)

Long term low income ☐ Lockdown ☐ Loss of Income ☐

Delays in accessing benefits ☐ Furlough ☐ Can't get out to shops ☐

Long Term Financial Difficulties ☐ Other ☐ (Please state below)

7. When did you start getting support from the project? (Please click in box or if paper-based mark an X)

Before lockdown started ☐ Since lockdown started ☐ More recently during lockdown ☐

8a. How long do you think you will need support for? (Please click in box or if paper-based mark an X)

Until furlough ends ☐ Until lockdown ends ☐

Until my benefits are in place ☐ Until I get back to work normally ☐

Until the school summer holidays end ☐ May need ongoing help ☐

Don't know ☐

8b. When, roughly, do you think this will be? (Please click in box or if paper based mark an X)

Don't know / Unable to provide an estimate ☐

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Estimated month (Please state)

9a. What has been the best thing about the help you've received from the project?

9b. Is there anything you think they could do better to support you?

10. Apart from food, has the project given you any other support?

11. Have you been informed about services to support you to access all the income and benefits you are entitled to? (Please click in box or if paper-based mark an X)

Yes ☐

No ☐

Not Applicable ☐

12. Are there any other pressures you or your family are dealing with and what would help you most to deal with these? (Please click in box or if paper based mark an X)

Pressures	What would help you most to deal with these?
Financial <input type="checkbox"/>	
Mental Health <input type="checkbox"/>	
Physical Health <input type="checkbox"/>	
Social Isolation <input type="checkbox"/>	
Home Schooling <input type="checkbox"/>	
Family Relationships <input type="checkbox"/>	
Other <input type="checkbox"/>	

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Appendix B -Question 9a – What has been the best thing about the help you’ve received from the project?

The majority of respondents (172 respondents or 90.1% of the overall survey response) provided an answer to this question. The vast majority of comments mentioned various types of help. The comments have therefore been grouped into themes in the table below. The table shows the comment and the number of times the comment was made.

Comments related to food	No
Food parcels / Food.	7
Food security.	6
Fresh food.	1
Able to feed myself.	1
Access to fresh vegetables, I can choose from a variety of fresh food.	1
As I can't stand, everything at the moment is a case of microwave and eat.	1
Being able to continue with free lunches for daughter.	1
Being able to get fresh fruit and vegetables is healthy. The cupboard is well stocked and there is a real sense of community about it. I can make soup.	1
Brilliant food and good staff.	1
Children have been able to get fed without any worries.	1
Plenty of food for kids.	1
Soup and sandwich.	1
The certainty I will have a food delivery every week to ease the situation.	1
Without this help I would struggle to get food as I have no family close by to help me.	1
Not having to worry about affording food for the kids.	1
Not having to worry about shopping.	1
Not run out of food and supplies. Helped me before and during lockdown by keeping in touch and making sure I am okay.	1
Food really helps.	1
Food very helpful.	1
Food to help top up shopping.	1
Food you can make a meal with unlike Brakes.	1
Items are helpful in making decent meals.	1
Getting assistance with my food.	1
Getting door delivery and delivery has fresh produce. It's been great can't thank you enough.	1
Getting fed.	1
Gives the kids more food in the cupboard to choose from.	1
Good food and good support.	1
Good food when I need it.	1
Good variety of food.	1
Great, means I'm not going hungry.	1
Having extra food, less stress.	1

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Having food until my benefits are paid.	1
Help with basic supplies.	1
Helping with food when home.	1
Helping with food.	1
It's a god send when I am running short - Fruit and Veg is dear.	1
Lunch and food has helped us lots would really struggled.	1
Provided food where otherwise would have gone without or gone short.	1
Receiving food and supplies.	1
Eating better.	1
Easy access to fresh food lets me pay other bills like gas and electricity. It's a source of fresh fruit and vegetables that are good for you.	1
Food has been a massive help, feed all the family. It's good to pick what you like and there is a good choice. It's good to meet people.	1
Has helped feed the kids.	1
Have great choices of food for kids.	1
Local, fresh and no food goes to waste. It means so much to people and is much needed.	1
Lots of choice, always fresh and good quality. I can work my meals around what is available, there is a wide variety. It is good there is no limit to what you can take for bigger families that are struggling.	1
Delivery.	1
Food and feeling connected to community.	1
Food and the people.	1
The food has been amazing as we have little food in the house. It helps us and staff are very friendly and so helpful.	1
The food parcels and sandwiches. It's nice seeing a happy face.	1
The project has helped with topping up on shopping.	1
We ask people what food they want.	1
Warm welcome. Soup and sandwiches	1
Weight off shoulders. Food Security.	1
Food helps financially.	1
Menzieshill food.	1
Comments related to financial support / financial pressures	
Been a great help financially.	2
Need the basics, helps money go further.	2
Really helped with finances.	1
Takes away some of the financial pressure.	1
Takes off some of the financial pressure when going to supermarket as everything is getting so expensive.	1
It has helped me financially.	1
Helps with financial problems as my benefits don't go far.	1
Struggling with low income so this place has really helped me out. Food.	1
With being on furlough income is low so I know I can get food to feed my family. Don't know what I would do without this help.	1

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Financial help - Food has helped with extra expenses.	1
Eases food financial pressure by providing staple foods, toiletries and dog food. It frees up money for other things.	1
More money to spend on other essential bills.	1
As I'm on low income it's really helped me a lot.	1
Comments that state multiple sources of support	
The food parcels, delivery staff and all-round service.	4
Mobile phone and good food.	1
Other info on food banks.	1
Phone numbers, advice and good food.	1
Speaking to people about different services and help with food.	1
Food and health support. Advice on energy.	1
Food, arts and crafts.	1
Food, electricity and mobile phone.	1
The plants.	1
Being able to have a little chat with staff and getting some food to eat.	1
Food security, everything.	1
Good food. Community.	1
Good selection and variety of fresh food. Able to meet and socialise with other cupboard users.	1
Have a choice of food. Meeting people.	1
The food parcels and the personnel.	1
Food is good, staff are nice, better than foodbank. Lots of advice, money/community workers.	1
Friendly staff and variety of healthy food.	1
Having a wee chat, different voice to speak to. Not worrying to provide food for kids.	1
Information, people to talk to, social interaction, mental wellbeing, guidance and support.	1
The food delivery has been great but getting face to face (even at a distance) contact has been wonderful.	1
Meeting new people and knowing food waste is being reduced.	1
Speaking to people and food for kids.	1
The support, being able to have people to communicate with, getting out the house during lockdown for more than just exercise.	1
Everyone is nice. Free good food. No referral makes it less complicated. Good to have council/nurses	1
Comments related to project staff	
Friendly staff.	2
Friendly staff and very helpful.	1
Friendly supportive staff.	1
Nice staff.	1
You have all been amazing.	1
Everyone is friendly and non-judgemental.	1
Everyone is so happy to help.	1

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Everyone is trying to make you happy, listens and advice.	1
Hospitality and helpfulness.	1
Very local. Helpful staff.	1
Comments related to having contact with others	
Having contact with other people.	1
Having the spirit of community for help.	1
Meeting new people.	1
More Facebook posts.	1
Community spirit.	1
Company.	1
Cohesion and human contact.	1
Comments made about support in general	
This is my first time here today.	2
Always willing to help.	1
Amazing support, really helped financially and emotionally.	1
At the beginning I was very embarrassed about asking for help, but I know now many people are in the same or worse situation than myself. Getting talking to other people has helped me a lot.	1
Been great, would have been lost. Quality of food and kids have looked forward to getting a parcel.	1
Been helpful during this pandemic.	1
Being able to get what we need.	1
Beneficial for the whole family. Helped greatly and lasts for a full week. Everything has been great.	1
Brilliant, life saver.	1
It's been very helpful.	2
It's good for families and communities.	1
It's good help.	1
It's a god send. Help when helps needed.	1
It's appreciated.	1
I haven't had to struggle so much.	1
It makes life a little bit easier. I live in the Salvation Army just now as I am homeless.	1
It's been a blessing, I love chatting to the lady that brings the food.	1
It's been very good. Nothing like this used to be here.	1
Made a big difference to daily life.	1
Not having to worry every day.	1
Popular place, lots of local people use it who are in dire straits. As a family we get a good amount of food and varied.	1
Support and attention.	1
You can ask anything.	1
With hospitality and regard.	1

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Were here when needed.	1
Everything available helps - Good to have a choice.	1
Everything.	1
Fantastic, I am over the moon with your help and that I found you.	1
Found my faith. Might have starved. Might have taken my life. Company, encouragement, love.	1
Grateful for everything.	1
Helped with essential needs. Very thankful. Regardless of weather always open. Fair share.	1
I am disabled and have no transport, this has been a great help.	1
Knowing others care.	1
Knowing someone cares. I have health problems and can't get out for shopping. These guys have been great with me.	1
Lots of difference, I don't need to worry.	1
Lots of great help.	1
Lots of help, made a real difference.	1
Very good service.	1
The help and support has been great and a life support for families struggling from one week to the other.	1
Think it's been fantastic. Wouldn't have got through it without the help and support of special people.	1
To know there's kindness out there, and the help has been regular.	1
We help as much as we can. People know we're here to help. Make everyone feel comfortable.	1

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Appendix C - Q9b. Is there anything you think they could do better to support you?

The majority of respondents (137 respondents or 71.7% of all respondents) provided a response this question. The comments have been grouped together in themes.

Comments related to procedures and service delivery	No
Could open a day centre like there is in Perth, where you can access everything in one place - shower, food, washing etc.	1
Don't like being watched when there is someone there.	1
Deliveries to home.	1
Open earlier.	1
Opening up the social hub.	1
The cupboards should be manned.	1
Seating area.	1
Put out less products at a time because some people take too much.	1
Comments related to food	
Better variety of food.	1
Need more fruit.	1
When food arrives.	1
Comments related to advice/communication	
Lack of advice.	1
Leaflets with other info about other projects.	1
More Facebook posts.	1
Comments related to gas and electricity	
Help with gas and electric.	1
Help with gas and electricity as I am using more through this virus.	1
Comments related to supplies for babies and children	
Baby food and nappies if possible.	1
More stuff for kids, sweets etc. Toys and colouring books etc to keep kids occupied.	1
Comment related to pet supplies	
Help for dog.	1
Comment related to persons housing situation	
Re-housing to a less damp, warm and low height building.	1
Offers of support	
I would like to volunteer to help.	1
Comments where no changes needed/satisfaction with the services provided	
No / Not applicable / Nothing /Don't know	74
A very good help.	1

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Always here.	1
Appears happy with service all round and very grateful for this.	1
Brilliant.	1
Good.	1
If I need anything I can ask.	1
Is all good so far.	1
It's wonderful.	1
Looking forward to daily contact.	1
Meeting needs.	1
More than enough already.	1
No been great.	1
No been the best we've had.	1
No complaints at all.	1
No delighted with food parcels.	1
No, I think the service is excellent.	1
No, I think they are amazing.	1
No over the moon.	1
No, the staff are very friendly and helpful.	1
No, the support and just having people to talk to stops you feeling so isolated.	1
No, they are all fantastic.	1
No, they are amazing	1
No very happy with this service.	1
No, you are great.	1
No, you have been great.	1
No, you are fab.	1
No, fabulous bunch of people.	1
None at all.	1
None I can think of.	1
No has been very happy with the support she had had from the service so far. The person said that she did not know what she would have done without the deliveries.	1
Nope more than happy.	1
Nope the help and support just now is brilliant.	1
Nope this has been amazing.	1
Nope you do everything to support me with anything you can. You have supported me with everything, including other workers who have worked within the hub.	1
Not a thing.	1
Not at the moment.	1

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Not really. I get support where I live. Thank you.	1
Nothing they support in every way possible.	1
Service has been amazing.	1
Thank you, you do an amazing job. Thank You.	1
You are doing your best.	1
They have been amazing taking their time out and providing to families like ours.	1

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Appendix D - Q10. Apart from food, has the project given you any other support?

The majority of respondents (155 respondents or 81.2% of all respondents) provided a response this question. Most mentioned a variety of support in their comments. The comments have therefore been grouped together into common themes.

Comments related to emotional support / company/ speaking to others	No
A chat with staff is great.	1
A friendly face and a listening ear.	1
A listening ear.	1
I am also a member of Boomerang I'm missing my clubs and lunch is a way of hearing from other members about their news and what's going on in their lives.	1
Always an ear to listen to.	1
Company.	1
Company on a bad day. Electricity metre payment.	1
Emotional support I'm feeling really low and appreciated the phone call.	1
Emotional support knowing someone cares.	1
Nice to chat to other adults.	1
Good to know someone at end of phone line for help and support when needed.	1
Seeing a friendly face.	1
Seeing people to talk to.	1
Friendship and seeing people.	1
Smiley faces and company.	1
Some emotional support.	1
Someone to ask for help.	1
Someone to talk to if needed.	1
The people. Mobile phone.	1
I have found that as time goes on, emotionally and socially I have more confidence to access the cupboard. If you phone the project support worker they provide lots of support to access cash and lots of other help that is available.	1
Yes, friendly atmosphere, cheers me up.	1
Yes, great company when needed.	1
Yes, I have been able to meet new people and speak to others.	1
Yes, project addresses social isolation through the contact phone calls of delivery. As beneficial as the food.	1
Yes, someone to talk to.	1
Friendly people.	1
Yes, human support plus leaflets.	1
Yes, morale, spiritual and good counsel.	1
Yes, the groups have given me confidence and having someone to go for support about anything including benefits and my mental health etc.	1
Yes, a lifeline to outside.	1

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Yes spiritual.	1
I've had a lot of support from all staff.	1
Being there for us.	1
Being there.	1
Hope.	1
Appreciation of self by service.	1
Caring.	1
Yes, by keeping in contact with me through lockdown and making sure I am okay and if I need anything to get in touch with them.	1
We know we can speak to you.	1
Just knowing you will help.	1
Where I live does.	1
Found my faith. Might have starved. Might have taken my life. Company, encouragement, love.	1
Has volunteered in the past.	1
Comments related to information and advice	
Information.	4
Advice from nurses and toiletries.	1
Advice on any mental health issues or medical issues and also advice on any benefit problems that people may have.	1
Energy advice.	1
Food and advice.	1
Information and baby things.	1
Information leaflets.	1
Information, people to talk to, social interaction, mental wellbeing, guidance and support.	1
Leaflets, advice, CAB leaflets, now to reduce bill amounts advice leaflets.	1
Mental health leaflets. Toilet Roll.	1
Weekly advice on progress of virus in area.	1
Signposted to other services (DIAS).	1
Yes, leaflets and list of numbers and welfare information.	1
Gave me information.	1
Have had advice from nursing and support workers as my daughter found out she was pregnant.	1
Referred to council.	1
Yes, direction to mental health services.	1
Mental health.	1
Comments related to toiletries and toiletries and other support	
Toiletries.	8
Toiletries and advice from nurses/advice in general.	3
Toiletries and moral support.	1
Toiletries and nappies.	1

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Toiletries and Pet Food.	1
Toiletries, friends and advice.	1
Toiletries. Sanitary products and advice.	1
Shampoo and toilet rolls.	1
Comments related to supplies for children	
A couple of wee things for the bairn and a chance of a wee chat.	1
Activities for the children has been much appreciated.	1
Baby clothes and toys.	1
Kids clothing and food (lunches).	1
Nappies and family support.	1
Yes, kids have been given activity packs also doing some activities outside. There if you need a chat.	1
Provide kids activity sheets, pens and paper.	1
Packed lunch for my daughter.	1
Grand-daughter receives lunch, great help.	1
They have given my daughter colouring books.	1
Yes, they have given the kids loads of support.	1
Comments related to other supplies	
Yes, access to books and CD's helps pass the time. I also benefit from feeling good when I can donate something to the cupboard. I have also had compost and growing stuff to help me grow my own veg.	1
Recipe books. I also know there are groups I can come to after lockdown and I am looking forward to that. The visits to the cupboard get me out of the house and I get some fresh air and a walk.	1
Books and being able to have a blether.	1
Arts and crafts.	1
Clothes and guidance.	1
Couple of bags of tins etc.	1
Pet food. Someone to listen and speak to.	1
Volunteering.	1
Washing powder and advice.	1
Comments where other support provided but not expanded upon	
Yes	10
Loads.	1
Comments from those who stated No	
No/None/Not Applicable.	33
Just food/food parcels.	3
Not yet.	2
No apart from be there.	1
No as I only need help with food at this point but I know that if I do need support the staff will do their best to help.	1

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Don't need any support.	1
Just food don't need help with anything else.	1
Haven't needed it, but there if needed.	1