



University of
BRISTOL

PFRC

EVALUATING THE ADVICE AND SUPPORT SERVICES PROVIDED THROUGH FOOD BANKS

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APPENDIX TABLES



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Please note: any n below 100 in the following tables should be treated with caution.

Appendix Table 1: Characteristics of the food bank and advice services, by colleague type

		Food bank leads	Advice services leads	All
Location	England	83%	81%	82%
	Northern Ireland	3%	2%	3%
	Scotland	5%	2%	4%
	Wales	9%	14%	11%
	n	130	81	211
Locality	A city or large urban area	35%	26%	32%
	A town, serving a largely urban area	28%	36%	31%
	A town serving a largely rural area	32%	30%	31%
	A rural area	4%	9%	6%
	n	130	81	211
Number of food bank distribution centres	One	24%	32%	27%
	Two	11%	11%	11%
	Three or four	28%	22%	26%
	5 or more	38%	31%	35%
	Don't know/not sure	0%	4%	1%
	n	130	81	211
Number of food bank colleagues involved in screening, encouraging or signposting/referring people to the advice services	1 to 2	7%	18%	11%
	3 to 10	45%	42%	44%
	11 to 24	33%	28%	31%
	25 or more	16%	12%	14%
	n	129	74	203
Number of advice services colleagues are involved in delivering support or advice	1 to 2	59%	52%	56%
	3 or more	41%	48%	44%
	n	129	79	208
Other services offered via the food bank	Provision of toiletries, bedding, baby items, furniture and/or other goods	90%	84%	88%
	Vouchers or cash gifts	65%	63%	64%
	Group classes or other special activities	24%	22%	23%
	Befriending or practical support	33%	30%	32%
	Any other advice, advocacy or signposting	78%	81%	79%

		Food bank leads	Advice services leads	All
	Co-located in a social space, warm space, café, creche, community hub, library or other multi-use space	48%	49%	48%
	Something else	16%	10%	14%
	None of these	1%	0%	0%
	Don't know/ Not sure	0%	5%	5%
Role within food bank	Project/food bank manager or equivalent	84%	n/a	84%
	Strategic/Pathfinder lead	11%	n/a	11%
	Operational lead	10%	n/a	10%
	Signposting lead	5%	n/a	5%
	Frontline staff member	5%	n/a	5%
	Volunteer	5%	n/a	5%
	Something else	2%	n/a	2%
Role within advice services	Adviser	n/a	53%	53%
	Service manager	n/a	44%	44%
	Service support	n/a	1%	1%
	Volunteer	n/a	2%	2%
	Something else	n/a	1%	1%
Service model	Income maximisation advice	90%	93%	91%
	Non-advice income maximisation support (e.g. benefit checks, support to apply for grants and access vouchers)	88%	91%	90%
	Debt advice	85%	81%	83%
	Intensive signposting and/or referral	75%	84%	78%
	Other wrap around advice (e.g. support to action advice, access other services, maintain benefit payments)	62%	79%	68%
	Other advice (e.g. housing, immigration, employment)	62%	81%	69%
	Other support (e.g. health, addiction, family)	33%	44%	37%
	Don't know/not sure	2%	1%	1%
	n	130	81	211
Delivery model	In-house	18%	25%	21%
	Third-party provider	55%	60%	57%
	Both	26%	15%	22%
	Don't know/not sure	0%	0%	0%
	n	130	81	211

Appendix Table 2: Personal and household characteristics of people who had used a food bank, by whether or not they had used the advice services

		Had used advice services	Had not used advice services	All	*
Gender	Male	48%	47%	47%	
	Female	50%	52%	51%	
	Any other answer	2%	2%	2%	
	n	452	409	861	
Age group	18-24	4%	7%	5%	
	25-34	17%	21%	19%	
	35-44	31%	25%	28%	
	45-54	25%	24%	25%	
	55-64	16%	16%	16%	
	65-74	6%	5%	5%	
	75 or older	2%	1%	1%	
	Any other answer	0%	1%	1%	
n	453	411	864		
Ethnic group	White	78%	75%	77%	
	Gypsy, Roma or Irish Traveller	2%	1%	1%	
	Asian / Asian British	6%	4%	5%	
	Black / African / Caribbean / Black British	9%	10%	9%	
	Mixed / multiple ethnic groups	3%	4%	3%	
	Any other answer	3%	6%	5%	
	n	451	410	861	
Disability	No	23%	29%	26%	
	Yes	67%	62%	65%	
	Any other answer	10%	9%	10%	
	n	466	424	890	
Ever sought or applied for asylum in the UK	Yes	7%	7%	7%	
	No/ not applicable	91%	90%	90%	
	Prefer not to say	2%	3%	3%	
	n	441	394	835	
English is a first or main language	Yes	85%	82%	84%	
	No	14%	17%	15%	
	Prefer not to say	1%	1%	1%	
	n	447	406	853	
Household composition	Lone adult	39%	41%	40%	
	Couple	9%	7%	8%	

		Had used advice services	Had not used advice services	All	*
	Lone parent	15%	19%	17%	
	Couple with children	10%	8%	9%	
	Parent household with other adults	13%	14%	13%	
	Multi-adult household	14%	11%	13%	
	n	443	398	841	
Partner or spouse lives as part of household	Yes	27%	22%	25%	
	No	70%	74%	72%	
	Prefer not to say	2%	3%	3%	
	n	451	404	855	
Number of children in the household	None	60%	57%	59%	
	One	15%	16%	15%	
	Two	12%	13%	13%	
	Three or more	12%	12%	12%	
	Prefer not to say	1%	2%	1%	
	n	449	405	854	
Number of other adults in the household	None	71%	75%	73%	
	One	13%	13%	13%	
	Two or more	14%	11%	12%	
	Prefer not to say	2%	1%	1%	
	n	449	409	858	
Housing tenure	Rent from a local authority or housing association	61%	50%	56%	*
	Rent from a private landlord	19%	23%	21%	
	Own, including shared ownership	8%	5%	7%	
	In a hotel, hostel, refuge, B&B or night shelter, sofa surfing, sleeping rough	4%	9%	6%	
	Some other living arrangement	7%	10%	8%	
	Prefer not to say	2%	3%	2%	
	n	448	407	855	
Respondent (or partner) is in paid work	Yes	18%	16%	17%	
	No	77%	81%	79%	
	Any other answer	4%	4%	4%	
	n	449	400	849	
Health conditions reported	Yes, a long-term physical condition or illness	49%	44%	47%	*
	Yes, a mental health condition	64%	59%	62%	

		Had used advice services	Had not used advice services	All	*
	Yes, a cognitive impairment	14%	9%	11%	
	Yes, a learning disability or learning difficulty	11%	9%	10%	
	None of the above	19%	25%	22%	
	n	403	367	770	

* Indicates statistically significant in bivariate analysis
 Calculated from available, valid n

Appendix Table 3: Characteristics of food bank use among all people who used a food bank, by whether or not they had used the advice services

		Had used advice services	Had not used advice services	All	*
How many times in the last 12 months used the food bank for emergency food	This is the first time	11%	28%	19%	*
	2-3 times	32%	35%	33%	
	4-6 times	25%	16%	21%	
	More than 6 times, but not every month	16%	13%	15%	
	Every month or more often	12%	5%	9%	
	Don't know	3%	3%	3%	
	n	460	414	874	
When used the food bank for emergency food most recently	Today	60%	67%	63%	
	Less than a month ago	16%	13%	15%	
	1-3 month ago	11%	11%	11%	
	4 or more months ago	12%	7%	9%	
	7-12 months ago	0%	0%	0%	
	More than 12 months ago	0%	0%	0%	
	Don't know	1%	2%	2%	
	n	457	417	874	
Reasons for using the food bank	A drop in income from employment	23%	19%	21%	
	Benefit payments stopped or reduce	22%	18%	20%	
	Difficulty claiming benefits	12%	8%	10%	*
	Low income for a long time	45%	42%	44%	
	My level of debt	26%	19%	22%	*
	A housing issue	13%	15%	14%	
	An employment issue	12%	10%	11%	

		Had used advice services	Had not used advice services	All	*
	An immigration or asylum issue	3%	4%	4%	
	A physical or mental health issue	34%	29%	32%	
	An issue with or change in family or relationships e.g. relationship breakdown, bereavement	14%	15%	15%	
	Something else	11%	11%	11%	
	Don't know	1%	1%	1%	
	n	463	418	881	

* Indicates statistically significant in bivariate analysis

Appendix Table 4: Characteristics of the food bank and advice services among all people who used a food bank, by whether or not they had used the advice services

		Had used advice services	Had not used advice services	All	*
Region of the UK	London & South East	17%	19%	18%	*
	South West	12%	11%	12%	
	East of England	6%	7%	7%	
	East Midlands	8%	9%	9%	
	West Midlands	8%	4%	6%	
	North West	13%	20%	16%	
	Cumbria, North East & Yorkshire	17%	14%	15%	
	Devolved nations (NI/S/W)	17%	12%	15%	
	Northern Ireland	7%	6%	6%	
	Scotland	-	-	-	
	Wales	9%	7%	8%	
	Missing	2%	3%	2%	
Pathfinder food bank	No	49%	41%	45%	*
	Yes	49%	56%	52%	
	Missing	2%	3%	2%	
Large food bank	No	52%	40%	46%	*
	Yes	46%	57%	51%	
	Missing	2%	3%	2%	
Area	City	40%	46%	43%	*
	Town	48%	46%	47%	
	Urban area with large rural catchment	5%	1%	3%	

		Had used advice services	Had not used advice services	All	*
	Rural	1%	2%	1%	
	Missing	6%	4%	5%	
Type FI provider	Direct only	5%	4%	5%	*
	Third-party only	78%	75%	76%	
	Direct & third party	10%	16%	13%	
	Missing	7%	5%	6%	
Model FI delivery model	Income maximisation only	22%	19%	20%	
	Plus debt advice	51%	50%	51%	
	Plus debt advice & signposting/referral	21%	24%	22%	
	Plus debt advice & wrap around	6%	7%	7%	
	n	466	424	890	

* Indicates statistically significant in bivariate analysis

- Indicates suppressed figures due to low n

Appendix Table 5: Personal and household characteristics and characteristics of food bank use by key characteristics of food bank and advice services model, among people who used a food bank advice services

		Pathfinder food bank			Large food bank			Delivery model			Service model			All	*
		Yes	No	*	Yes	No	*	Direct	Third-party only	*	Income maximisation only	Plus debt advice	Plus signpost/referral or wrap around		
Gender	Male	49%	47%		47%	50%		41%	51%		40%	48%	54%	48%	
	Female	49%	51%		51%	49%		57%	47%		59%	49%	46%	50%	
	Any other answer	2%	2%		2%	2%		1%	2%		1%	3%	0%	2%	
	n	221	223		208	236		70	352		97	234	121	452	
Age group	18-24	3%	5%		2%	5%		4%	3%		2%	4%	5%	4%	
	25-34	18%	16%		16%	18%		19%	16%		14%	20%	14%	17%	
	35-44	30%	31%		32%	30%		31%	31%		33%	27%	36%	31%	
	45-54	26%	24%		27%	23%		30%	23%		31%	23%	25%	25%	
	55-64	17%	14%		16%	15%		11%	16%		12%	18%	13%	16%	
	65-74	5%	7%		5%	7%		3%	7%		4%	7%	5%	6%	
	75 or older	1%	2%		1%	2%		1%	2%		2%	1%	2%	2%	
	Any other answer	0%	0%		0%	0%		0%	1%		2%	0%	0%	0%	
n	223	222		209	236		70	352		98	234	121	453		
Ethnic group	White	71%	85%		68%	87%		75%	78%		74%	80%	78%	78%	
	Gypsy, Roma or Irish Traveller	2%	1%		1%	2%		0%	2%		1%	2%	2%	2%	
	Asian / Asian British	7%	4%		10%	3%		6%	6%		9%	3%	7%	6%	
	Black / African / Caribbean / Black British	11%	6%		12%	6%		12%	9%		6%	10%	7%	9%	
	Mixed / multiple ethnic groups	4%	2%		5%	1%		6%	2%		3%	2%	3%	3%	
	Any other answer	5%	1%		5%	1%		1%	4%		6%	3%	2%	3%	
	n	220	223		208	235		69	351		98	232	121	451	
Disability	No	24%	23%		26%	21%		21%	24%		21%	21%	28%	23%	

		Pathfinder food bank			Large food bank			Delivery model			Service model			All	*
		Yes	No	*	Yes	No	*	Direct	Third-party only	*	Income maximisation only	Plus debt advice	Plus signpost/referral or wrap around		
	Yes	68%	67%		66%	69%		71%	66%		66%	69%	64%	67%	
	Any other answer	9%	10%		8%	10%		7%	10%		13%	10%	8%	10%	
	n	228	229		214	243		70	363		101	239	126	466	
Ever sought or applied for asylum in the UK	Yes	8%	6%		8%	6%		3%	7%		16%	5%	5%	7%	*
	No/ not applicable	90%	93%		89%	93%		95%	91%		80%	94%	92%	91%	
	Prefer not to say	2%	1%		2%	1%		2%	2%		4%	1%	3%	2%	
	n	212	221		202	231		64	347		96	229	116	441	
English is a first or main language	Yes	82%	88%		79%	91%		84%	85%		76%	88%	87%	85%	
	No	17%	11%		20%	9%		15%	14%		22%	11%	12%	14%	
	Prefer not to say	0%	1%		1%	1%		1%	1%		2%	0%	1%	1%	
	n	217	222		205	234		67	350		97	233	117	447	
Household composition	Lone adult	42%	36%		39%	39%		24%	43%	*	28%	44%	38%	39%	
	Couple	7%	11%		9%	8%		4%	10%		10%	9%	6%	9%	
	Lone parent	14%	17%		14%	17%		21%	14%		17%	13%	18%	15%	
	Couple with children	8%	12%		8%	12%		15%	9%		9%	8%	14%	10%	
	Parent household with other adults	15%	11%		12%	14%		12%	13%		13%	13%	13%	13%	
	Multi-adult household	14%	13%		17%	11%		24%	12%		23%	12%	11%	14%	
	n	217	219		207	229		67	346		96	227	120	443	
Partner or spouse lives as part of household	Yes	25%	30%		28%	27%		31%	27%		30%	26%	28%	27%	
	No	73%	68%		71%	70%		68%	71%		66%	72%	71%	70%	
	Prefer not to say	2%	2%		1%	3%		1%	2%		4%	3%	1%	2%	
	n	221	222		209	234		68	352		98	232	121	451	
	None	61%	58%		64%	56%		51%	63%		61%	64%	53%	60%	

		Pathfinder food bank			Large food bank			Delivery model			Service model			All	*
		Yes	No	*	Yes	No	*	Direct	Third-party only	*	Income maximisation only	Plus debt advice	Plus signpost/referral or wrap around		
Number of children in the household	One	15%	16%		15%	16%		16%	16%		12%	12%	24%	15%	
	Two	10%	13%		11%	13%		14%	11%		11%	12%	12%	12%	
	Three or more	11%	12%		9%	14%		17%	10%		14%	12%	9%	12%	
	Prefer not to say	1%	1%		1%	1%		1%	1%		1%	1%	2%	1%	
	n	220	221		208	233		69	350		97	231	121	449	
Number of other adults in the household	None	69%	75%		69%	75%		65%	74%		63%	74%	74%	71%	
	One	14%	12%		14%	12%		18%	12%		11%	14%	13%	13%	
	Two or more	15%	12%		16%	12%		18%	12%		24%	11%	12%	14%	
	Prefer not to say	2%	1%		1%	2%		0%	2%		2%	1%	2%	2%	
	n	218	223		204	237		68	350		97	233	119	449	
Housing tenure	Rent from a local authority or housing association	66%	55%		64%	57%		60%	60%		67%	57%	63%	61%	
	Rent from a private landlord	17%	21%		17%	21%		28%	17%		14%	19%	20%	19%	
	Own, including shared ownership	5%	11%		8%	8%		7%	8%		10%	7%	8%	8%	
	In a hotel, hostel, refuge, B&B or night shelter, sofa surfing, sleeping rough	5%	3%		3%	5%		0%	5%		0%	6%	3%	4%	
	Some other living arrangement	5%	9%		5%	9%		4%	7%		6%	9%	5%	7%	
	Prefer not to say	2%	1%		3%	1%		0%	2%		2%	2%	1%	2%	
	n	219	221		205	235		67	350		98	232	118	448	
Respondent (or partner) is in paid work	Yes	16%	21%		17%	20%		25%	18%		20%	18%	16%	18%	
	No	82%	73%		80%	75%		72%	78%		74%	77%	81%	77%	
	Any other answer	2%	6%		3%	5%		3%	5%		5%	5%	3%	4%	
	n	219	222		204	237		67	351		98	233	118	449	

		Pathfinder food bank			Large food bank			Delivery model			Service model			All	*
		Yes	No	*	Yes	No	*	Direct	Third-party only	*	Income maximisation only	Plus debt advice	Plus signpost/referral or wrap around		
How many times in the last 12 months used the food bank for emergency food	This is the first time	13%	10%		12%	11%		10%	12%		5%	13%	13%	11%	*
	2-3 times	29%	35%		31%	33%		34%	31%		26%	28%	45%	32%	
	4-6 times	24%	26%		21%	28%		23%	26%		20%	28%	22%	25%	
	More than 6 times, but not every month	16%	17%		16%	17%		20%	16%		15%	20%	10%	16%	
	Every month or more often	12%	11%		15%	9%		10%	11%		30%	7%	7%	12%	
	Don't know	5%	2%		5%	3%		3%	4%		4%	4%	2%	3%	
	n	225	227		213	239		70	358		100	234	126	460	
When used the food bank for emergency food most recently	Today	57%	62%		60%	60%		43%	63%	*	58%	57%	67%	60%	
	Less than a month ago	14%	17%		12%	19%		19%	15%		17%	15%	17%	16%	
	1-3 month ago	13%	9%		13%	10%		18%	10%		15%	12%	6%	11%	
	4 or more months ago	14%	10%		14%	11%		19%	11%		8%	14%	11%	12%	
	7-12 months ago	1%	2%		1%	1%		1%	1%		2%	2%	0%	1%	
	More than 12 months ago	223	225		211	237		68	356		101	235	121	457	
	Don't know	20%	24%		21%	23%		26%	22%		23%	22%	23%	23%	
n	223	222		209	236		70	352		98	234	121	453		
Reasons for using the food bank	A drop in income from employment	12%	12%		15%	10%		24%	10%	*	19%	11%	7%	12%	*
	Benefit payments stopped or reduce	44%	46%		44%	47%		34%	47%		49%	47%	39%	45%	
	Difficulty claiming benefits	31%	21%		25%	26%		20%	27%		19%	30%	22%	26%	
	Low income for a long time	15%	11%		12%	13%		9%	13%		8%	14%	13%	13%	
	My level of debt	11%	12%		11%	12%		9%	13%		13%	11%	14%	12%	
	A housing issue	4%	3%		5%	2%		1%	3%		9%	1%	3%	3%	*

		Pathfinder food bank			Large food bank			Delivery model			Service model			All	*
		Yes	No	*	Yes	No	*	Direct	Third-party only	*	Income maximisation only	Plus debt advice	Plus signpost/referral or wrap around		
	An employment issue	33%	35%		36%	32%		44%	31%		50%	34%	22%	34%	*
	An immigration or asylum issue	17%	11%		14%	13%		11%	14%	*	12%	14%	14%	14%	
	A physical or mental health issue	12%	10%		14%	8%		13%	11%		11%	11%	10%	11%	
	An issue with or change in family or relationships e.g. relationship breakdown, bereavement	1%	1%		1%	1%		1%	1%		1%	1%	1%	1%	
	n	226	228		213	241		70	360		101	237	125	463	

* indicates significant variation for this variable in bivariate analysis

Appendix Table 6: Other advice sought in the last 12 months among all people who used a food bank, by whether or not they had used the advice services

	Had used advice services	Had not used advice services	All
Benefit advice	40%	33%	37%
Debt advice	36%	20%	29%
Budgeting advice	22%	13%	18%
Immigration/ citizenship advice	5%	5%	5%
Employment advice	13%	13%	13%
Housing advice	28%	30%	29%
None of these	26%	34%	29%
Don't know	10%	9%	9%
n	450	366	816

Appendix Table 7: Concerns people who used a food bank advice services had when they first spoke to someone from the advice services by key characteristics of the food bank and advice services model

	Pathfinder food bank			Large food bank			Delivery model			Service model				
	Yes	No	*	Yes	No	*	Direct	Third-party only	*	Income maximisation only	Plus debt advice	Plus signpost/referral or wrap around	All	*
A drop in income from employment	22%	28%		23%	27%		31%	26%		18%	27%	32%	26%	
Benefit payments stopped or reduced	29%	25%		30%	25%		35%	26%		32%	27%	22%	27%	
Difficulty claiming benefits	29%	25%		34%	21%		40%	25%	*	34%	25%	24%	27%	
Low income for a long time	47%	48%		46%	49%		42%	48%		43%	52%	41%	47%	
Unaffordable debts	42%	30%	*	34%	38%		33%	38%		24%	45%	28%	36%	*
Housing issues	32%	23%	*	28%	26%		13%	29%	*	22%	31%	24%	27%	
Unexpected household costs	15%	23%		13%	24%		10%	19%		16%	19%	21%	19%	
Changes to family situation	19%	19%		16%	22%		13%	20%		16%	20%	21%	19%	
Something else	16%	17%		23%	12%		29%	15%	*	23%	13%	16%	16%	
Don't know	3%	1%		3%	0%		0%	2%		2%	1%	3%	2%	
n	190	191		173	208		52	308		95	200	95	390	

* Indicates statistically significant in bivariate analysis

Appendix Table 8: How long issues had been going on before seeking other advice, by people who had used advice services and those who had not

	Had used advice services	Had not used advice services	All
Less than a month	8%	10%	9%
1 - 3 months	16%	13%	15%
4 - 6 months	15%	17%	16%
7 - 12 months	19%	14%	17%
More than 12 months	38%	34%	37%
Don't know	8%	12%	10%
n	304	225	529

Appendix Table 9: Experiences and outcomes of other advice received in the last 12 months, by people who had used advice services and those who had not

		Had used advice services	Had not used advice services	All	*
Your relationship with the adviser(s) overall	Very dissatisfied	6%	6%	6%	*
	Quite dissatisfied	7%	10%	8%	
	Neither satisfied nor dissatisfied	13%	21%	17%	
	Quite satisfied	26%	27%	26%	
	Very satisfied	48%	36%	43%	
	n	298	217	515	
How helpful the support or advice was overall	Very dissatisfied	4%	6%	5%	*
	Quite dissatisfied	8%	7%	7%	
	Neither satisfied nor dissatisfied	13%	25%	18%	
	Quite satisfied	26%	29%	27%	
	Very satisfied	49%	33%	43%	
	n	289	196	485	
I was less worried about my money	Strongly disagree	11%	10%	11%	
	Tend to disagree	13%	17%	15%	
	Neither agree nor disagree (inc. not relevant to me)	38%	37%	38%	
	Tend to agree	22%	21%	22%	
	Strongly agree	16%	15%	15%	
	n	292	204	496	
I was managing better with my money	Strongly disagree	10%	9%	10%	
	Tend to disagree	14%	14%	14%	
	Neither agree nor disagree (inc. not relevant to me)	42%	47%	44%	
	Tend to agree	20%	19%	20%	
	Strongly agree	13%	12%	12%	
	n	279	199	478	

		Had used advice services	Had not used advice services	All	*
My income increased	Strongly disagree	22%	31%	26%	
	Tend to disagree	17%	16%	16%	
	Neither agree nor disagree (inc. not relevant to me)	39%	38%	39%	
	Tend to agree	12%	9%	11%	
	Strongly agree	9%	6%	8%	
	n	275	192	467	
My expenditure decreased	Strongly disagree	16%	22%	19%	*
	Tend to disagree	14%	13%	14%	
	Neither agree nor disagree (inc. not relevant to me)	40%	46%	42%	
	Tend to agree	19%	13%	17%	
	Strongly agree	11%	5%	9%	
	n	270	194	464	
I was using the food bank for emergency food less	Strongly disagree	12%	14%	13%	
	Tend to disagree	13%	11%	12%	
	Neither agree nor disagree (inc. not relevant to me)	39%	45%	42%	
	Tend to agree	18%	16%	17%	
	Strongly agree	17%	13%	16%	
	n	289	196	485	

* indicates statistically significant in regression analysis which controlled for known sample differences

Appendix Table 10: Types of support received from advice services among people who had used advice services, by key characteristics of the food bank advice services model

	Devolved nations (NI/S/W)		Locality		Pathfinder food bank		Large Food bank		Delivery model		Service model			
	No	Yes	City	Town	No	Yes	No	Yes	Direct	Third-party only	Income maximisation only	Plus debt advice	Plus signpost/referral or wrap around	All
Benefit eligibility and applications	43%	59%	50%	42%	49%	43%	42%	51%	48%	46%	55%	45%	39%	46%
Challenging benefit decisions	17%	31%	26%	18%	18%	22%	13%	28%	33%	17%	28%	20%	11%	20%
Getting cash support	28%	27%	34%	23%	30%	26%	23%	34%	31%	29%	26%	29%	29%	28%
Managing debt	33%	40%	29%	37%	29%	39%	37%	30%	33%	33%	28%	42%	21%	34%
Issues with utility bills	40%	31%	32%	36%	44%	33%	44%	32%	25%	40%	24%	43%	41%	38%
Housing issues	25%	13%	24%	24%	14%	32%	20%	26%	17%	24%	19%	27%	17%	23%
Only referred to or given information about other services	13%	14%	13%	14%	14%	13%	16%	10%	10%	13%	15%	12%	13%	13%
Something else	14%	13%	20%	11%	14%	14%	13%	15%	21%	13%	12%	14%	15%	13%
Don't know	8%	7%	10%	8%	7%	9%	9%	8%	8%	8%	7%	9%	10%	9%
	310	70	143	195	192	188	209	171	52	307	95	200	94	389
*		*		*		*		*					*	

* Indicates statistically significant in bivariate analysis. Rural is included from locality due to low n.

Appendix Table 11: Types of advice services support people who used the food bank advice services were signposted or referred onto, by key characteristics of the food bank and advice services model

	Devolved nations (NI/S/W)		City/Town locality		Pathfinder food bank		Large food bank		Delivery model		Service model			All
	No	Yes	Yes	No	No	Yes	No	Yes	Direct	Third - party only	Income maximisation only	Plus debt advice	Plus signpost/referral or wrap around	
Benefit advice	46%	51%	43%	51%	44%	50%	50%	44%	37%	47%	48%	47%	48%	47%
Debt advice	39%	30%	32%	45%	31%	44%	39%	36%	33%	40%	23%	44%	39%	38%
Budgeting advice	27%	25%	19%	31%	29%	24%	33%	18%	8%	28%	25%	28%	24%	26%
Immigration or citizenship advice	6%	1%	6%	4%	5%	5%	4%	6%	4%	5%	3%	4%	9%	5%
Housing advice	26%	17%	25%	27%	17%	32%	24%	24%	22%	24%	17%	27%	24%	24%
Employment advice	10%	9%	10%	12%	8%	12%	9%	11%	8%	11%	8%	10%	12%	10%
Support relating to mental health	18%	28%	22%	21%	17%	22%	20%	19%	25%	18%	26%	21%	12%	20%
Support relating to physical health	13%	16%	16%	15%	13%	15%	13%	15%	10%	14%	15%	14%	11%	13%
Relationship problems or abuse	6%	6%	6%	7%	6%	7%	7%	5%	4%	7%	7%	5%	9%	6%
Loneliness, isolation or bereavement	10%	13%	8%	13%	10%	10%	12%	8%	10%	10%	12%	11%	9%	11%
Something else	8%	6%	8%	9%	8%	7%	8%	8%	6%	8%	8%	8%	9%	8%
None of these	14%	16%	17%	10%	16%	13%	13%	17%	24%	14%	17%	14%	13%	14%
Don't know/can't remember	7%	7%	6%	8%	7%	6%	7%	6%	8%	7%	7%	8%	6%	7%
n	309	69	144	191	191	187	208	170	51	307	92	200	94	386
*						*								

* Indicates statistically significant in bivariate analysis

Appendix Table 12: Types of signposting and onwards referral the food bank advice services undertook among people who had used advice services, by key characteristics of the food bank and advice services model

	Devolved nations (NI/S/W)		Located in a city or town		Pathfinder food bank		Large food bank		Delivery model		Service model			All
	No	Yes	Yes	No	No	Yes	No	Yes	Direct	Third-party only	Income maximisation only	Plus debt advice	Plus signpost/referral or wrap around	
Book appointments for me at another service	25%	36%	20%	28%	28%	27%	32%	22%	29%	26%	30%	26%	29%	28%
Arrange for another service to contact me	31%	32%	31%	31%	29%	34%	33%	28%	31%	31%	22%	40%	22%	31%
Tell me about other services I could go to	54%	57%	53%	56%	52%	57%	58%	50%	54%	55%	46%	57%	57%	54%
None of these	14%	14%	18%	12%	13%	14%	9%	20%	21%	13%	17%	13%	12%	14%
Don't know	7%	6%	7%	8%	7%	7%	6%	8%	6%	7%	9%	6%	9%	8%
n	307	69	144	190	188	188	204	172	52	304	93	196	95	384
*								*				*		

* Indicates statistically significant in bivariate analysis

Appendix Table 13: Types of support received from the food bank advice services among those who used the advice services, by the concerns they had when the first spoke to someone from the advice services

Support received	Concerns people presented with									
	A drop in income from employment	Benefit payments stopped or reduced	Difficulty claiming benefits	Low income for a long time	Unaffordable debts	Housing issues	Unexpected household costs	Changes to family situation	Something else	All
Benefit eligibility and applications	55%	57%	74%	50%	46%	42%	46%	54%	52%	46%
Challenging benefit decisions	21%	37%	36%	23%	24%	30%	19%	24%	17%	20%
Getting cash support	34%	29%	42%	35%	38%	34%	43%	39%	32%	28%
Managing debt	39%	35%	30%	40%	62%	45%	49%	42%	27%	34%
Issues with utility bills	36%	34%	32%	42%	48%	43%	57%	41%	33%	38%
Housing issues	24%	27%	30%	21%	31%	51%	14%	31%	16%	23%
Only referred to or given information about other services	15%	12%	11%	14%	12%	12%	13%	20%	8%	13%
Something else	16%	12%	12%	14%	7%	10%	14%	7%	33%	13%
Don't know	9%	10%	8%	8%	9%	9%	7%	7%	11%	9%
n	99	105	105	182	140	104	72	74	63	389
*		*	*	*	*	*	*	*	*	

* Indicates statistically significant in bivariate analysis

Appendix Table 14: Types of support signposted or referred to or given information about outside of the food bank by the food bank advice services, by the concerns they had when the first spoke to someone from the advice services

	Drop in income from employment	Benefit payments stopped or reduced	Difficulty claiming benefits	Low income for a long time	Unaffordable debts	Housing issues	Unexpected household costs	Changes to family situation	Something else	All
Benefit advice	58%	55%	49%	49%	48%	47%	47%	41%	33%	47%
Debt advice	42%	34%	37%	41%	62%	49%	57%	45%	37%	38%
Budgeting advice	33%	32%	26%	34%	35%	31%	34%	28%	24%	26%
Immigration or citizenship advice	4%	6%	4%	4%	3%	4%	3%	4%	10%	5%
Housing advice	28%	36%	30%	24%	32%	55%	26%	31%	19%	24%
Employment advice	22%	12%	11%	12%	11%	10%	14%	12%	11%	10%
Support relating to mental health	20%	28%	29%	26%	27%	29%	21%	31%	22%	20%
Support relating to physical health	20%	22%	19%	15%	17%	25%	24%	19%	21%	13%
Relationship problems or abuse	8%	7%	9%	7%	9%	8%	10%	22%	10%	6%
Loneliness, isolation or bereavement	12%	18%	16%	15%	17%	14%	17%	23%	16%	11%
Something else	10%	11%	10%	9%	9%	11%	11%	11%	19%	8%
None of these	11%	10%	16%	13%	11%	11%	10%	9%	16%	14%
Can't remember	4%	6%	9%	6%	6%	9%	4%	7%	10%	7%
n	100	102	103	178	139	101	70	74	63	386
*	*	*	*	*	*	*	*	*	*	

* Indicates statistically significant in bivariate analysis

Appendix Table 15: Stage of advice services support journey among people who had used food bank advice services, by further support they were directed to and the characteristics of the food bank and advice services model

		Early, ongoing support	Established ongoing support	Completed with issues resolved	Completed with issues unresolved	All	*
Only referred to or given information about other services	No	89%	91%	91%	73%	87%	*
	Yes	11%	9%	9%	27%	13%	
Any of a list of other services they were referred onto	No	13%	13%	22%	25%	17%	
	Yes	87%	87%	78%	75%	83%	
Referred onto any other organisations	No	54%	36%	49%	65%	50%	*
	Yes	46%	64%	51%	35%	50%	
Tell me about other services I could go to	No	46%	43%	33%	45%	43%	*
	Yes	54%	57%	67%	55%	57%	
Devolved nation (NI/S/W)	No	82%	83%	58%	90%	81%	*
	Yes	18%	17%	42%	10%	19%	
City/town locality	No	52%	40%	38%	41%	45%	
	Yes	48%	60%	62%	59%	55%	
Pathfinder food bank	No	50%	48%	56%	43%	49%	
	Yes	50%	52%	44%	57%	51%	
Large food bank	No	53%	59%	53%	49%	54%	
	Yes	47%	41%	47%	51%	46%	
Delivery model	Direct	16%	13%	33%	5%	15%	
	Third-party only	84%	87%	67%	95%	85%	*
Service model	Income maximisation only	23%	24%	31%	28%	25%	
	Plus debt advice	47%	59%	47%	48%	50%	
	Plus signpost/referral or wrap around	30%	17%	22%	25%	24%	
Minimum n		113	81	39	59	292	

* Indicates statistically significant in bivariate analysis

Appendix Table 16: Individuals' self-reported outcomes of food bank advice services among people who had used advice services, by personal and household characteristics of the individual and characteristics of the food bank and advice services model

		I am less worried about my money		I am managing better with my money		My income has increased		My expenditure has decreased		My debts are easier to manage		I am using the food bank for emergency food less		I feel supported in taking the next steps		My health and wellbeing has improved		I feel better about the future		Min n
		% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	
Gender	Male	59%		54%		40%		35%		36%		58%		79%		49%		53%		166
	Female	54%		47%		29%		31%		35%		48%		72%		46%		53%		181
Age group	18-34	59%		58%	*	26%		33%		35%		53%		71%		55%		60%		73
	35-44	47%		41%		28%		30%		32%		51%		75%		44%		48%		105
	45-54	52%		38%		33%		31%		31%		46%		71%		43%		48%		90
	55-64	67%		62%		48%		44%		45%		60%		81%		46%		56%		59
	65 or older	-		-		-		-		-		-		-		-		-		24
Ethnic group	White	56%		50%		36%		33%		39%		49%		73%		47%		51%		270
	Black / African / Caribbean / Black British	-		-		-		-		-		-		-		-		-		26
	Any other answer	50%		43%		31%		35%		22%		64%		78%		47%		51%		54
Has a disability	No	51%		55%		29%		32%		35%		58%		81%		60%		69%	*	76
	Yes	57%		47%		37%		33%		36%		51%		73%		44%		47%		243
Sought or applied for asylum in the UK	Yes	48%		43%		24%		23%		17%		53%		77%		61%		61%		30
	No/ not applicable	56%		50%		35%		34%		38%		52%		75%		45%		50%		307
English is the first or main language	Yes	55%		48%		34%		35%		38%		50%		74%		44%		50%		292
	No	59%		54%		31%		18%		23%		59%		77%		60%		62%		56
Household composition	Lone adult	57%		51%		40%		34%		39%		55%		78%		47%		47%		131
	Couple	-		-		-		-		-		-		-		-		-		29
	Lone parent	54%		40%		21%		29%		24%		47%		72%		51%		60%		56
	Couple with children	68%		59%		22%		30%		41%		54%		81%		46%		54%		37

		I am less worried about my money		I am managing better with my money		My income has increased		My expenditure has decreased		My debts are easier to manage		I am using the food bank for emergency food less		I feel supported in taking the next steps		My health and wellbeing has improved		I feel better about the future		Min n
		% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	
	Parent household with other adults	42%		39%		32%		35%		35%		50%		68%		43%		45%		43
	Multi-adult household	51%		46%		43%		29%		29%		45%		68%		40%		51%		48
Housing tenure	Rent from a local authority or housing association	54%		48%		33%		36%		35%		55%		76%		46%		52%		216
	Rent from a private landlord	63%		53%		36%		27%		42%		52%		73%		48%		49%		64
	Own, including through shared ownership	67%		61%		45%		38%		47%		53%		77%		62%		59%		29
	Some other living arrangement	53%		47%		33%		25%		22%		43%		76%		46%		54%		36
Respondent (or partner) is in paid work	Yes	64%		58%		39%		33%		49%		62%		80%		64%	*	67%		70
	No	55%		48%		33%		32%		32%		50%		74%		42%		49%		267
How many times in the last 12 months used the food bank for emergency food	This is the first time	84%	*	63%		37%		43%		50%		57%		80%		50%		67%		30
	2-3 times	59%		52%		34%		34%		34%		56%		78%		46%		57%		111
	4-6 times	54%		36%		33%		25%		33%		48%		71%		43%		45%		88
	More than 6 times, but not every month	46%		46%		32%		27%		33%		54%		70%		42%		48%		62
	Every month or more often	41%		56%		32%		42%		36%		44%		78%		55%		52%		50
When used the food bank for	Today	48%	*	44%		25%	*	30%		29%	*	44%	*	73%		41%		49%		196
	Less than a month ago	51%		42%		31%		34%		32%		49%		70%		50%		51%		64
	1-3 month ago	71%		60%		55%		33%		52%		72%		84%		58%		61%		42

		I am less worried about my money		I am managing better with my money		My income has increased		My expenditure has decreased		My debts are easier to manage		I am using the food bank for emergency food less		I feel supported in taking the next steps		My health and wellbeing has improved		I feel better about the future		Min n
		% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	
emergency food most recently	4 or more months ago	80%		69%		56%		49%		55%		78%		84%		59%		57%		43
Reasons for using the food bank	A drop in income from employment	54%		47%		33%		38%		43%		56%		76%		55%		56%		80
	Benefit payments stopped or reduce	62%		55%		39%		38%		36%		52%		81%		55%		56%		85
	Difficulty claiming benefits	62%		43%	*	47%		33%		31%		65%		80%		45%		51%		48
	Low income for a long time	51%		46%		32%		34%		31%		53%		73%		44%		51%		177
	My level of debt	47%		40%		27%		40%		39%		52%		79%		37%	*	47%		94
	A housing issue	61%		43%		44%	*	36%		50%	*	53%		82%		60%	*	51%		47
	An employment issue	43%		41%		19%		34%		27%		43%		73%		48%		45%		44
	An immigration or asylum issue	-		-		-		-		-		-		-		-		-		15
	A physical or mental health issue	59%		48%		40%		31%		31%	*	55%		74%		44%		47%		130
	An issue with or change in family or relationships	52%		39%		23%	*	33%		29%		46%		82%		38%		46%		55
Something else	57%		49%		29%		32%		32%		44%		58%		31%		41%		34	
When first spoke to someone from the advice services	Within the last month	55%		47%		32%		30%		37%		50%		78%		47%		60%		151
	1 - 6 months ago	54%		50%		32%		30%		32%		48%		74%		48%		50%		115
	More than 6 months ago	61%		50%		43%		44%		41%		65%		75%		50%		44%		73
Stage of advice services Journey	Early, ongoing	60%		47%	*	30%	*	33%		36%		51%		79%		53%		58%		126
	Established, ongoing	62%		50%		41%		38%		38%		56%		82%		47%		46%		85

		I am less worried about my money		I am managing better with my money		My income has increased		My expenditure has decreased		My debts are easier to manage		I am using the food bank for emergency food less		I feel supported in taking the next steps		My health and wellbeing has improved		I feel better about the future		Min n
		% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	
	Completed, resolved	74%		77%		66%		47%		55%		68%		84%		56%		60%		43
	Completed, unresolved	47%		47%		30%		28%		31%		47%		63%		36%		51%		53
Food bank location	London & South East	68%	*	53%	*	37%		41%		44%	*	65%		85%		42%		51%		58
	South West	42%		37%		22%		17%		33%		50%		78%		42%		47%		48
	East of England	-		-		-		-		-		-		-		-		-		13
	East Midlands	40%		50%		26%		26%		18%		38%		74%		47%		51%		35
	West Midlands	35%		35%		13%		17%		26%		33%		70%		45%		43%		30
	North West	67%		55%		38%		42%		38%		53%		67%		50%		59%		31
	Cumbria, North East & Yorkshire	62%		45%		40%		42%		38%		52%		76%		50%		56%		62
	Devolved nations (NI/S/W)	75%		69%		55%		41%		45%		63%		80%		59%		66%		70
	Northern Ireland	48%		48%		29%		28%		21%		24%		64%		36%		40%		24
	Scotland	-		-		-		-		-		-		-		-		-		7
	Wales	92%		79%		68%		45%		53%		87%		89%		68%		79%		37
Food bank locality/catchment	Predominantly City	60%		50%		35%		31%		31%		56%		80%		52%		57%		127
	Predominantly Town	57%		49%		34%		33%		37%		53%		74%		46%		51%		180
	Rural, or large rural catchment	-		-		-		-		-		-		-		-		-		23
Pathfinder food bank	No	57%		50%		38%		34%		35%		51%		74%		51%		56%		176
	Yes	56%		49%		31%		32%		36%		53%		78%		44%		50%		171
Large food bank	No	54%		49%		35%		32%		36%		50%		74%		46%		51%		190
	Yes	60%		50%		35%		34%		35%		55%		78%		49%		55%		157
Delivery model	Direct	86%	*	67%		55%		43%		40%	*	75%		80%		58%	*	67%	*	51

		I am less worried about my money		I am managing better with my money		My income has increased		My expenditure has decreased		My debts are easier to manage		I am using the food bank for emergency food less		I feel supported in taking the next steps		My health and wellbeing has improved		I feel better about the future		Min n
		% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	% agree	*	
	Third-party only	52%		46%		31%		31%		35%		50%		75%		46%		51%		275
Advice services model	Income maximisation only	58%		60%	*	44%		35%		32%		53%		75%		57%		62%		93
	Plus debt advice	55%		48%		31%		30%		39%		55%		76%		43%		50%		180
	Plus signpost/ referral or wrap around	55%		40%		30%		37%		31%		45%		73%		46%		48%		82
Satisfied with relationship with the advice services adviser(s)	No	-	*	-		-		-		-		-		-		-		-		27
	Yes	60%		52%		35%		34%		38%		55%		78%		50%		56%		317
Satisfied with how helpful the advice services support was overall	No	-		-		-		-		-	*	-		-		-		-		28
	Yes	60%		52%		36%		34%		38%		55%		80%		50%		56%		317
Satisfied with relationship with the other advice adviser(s)	No	41%		36%		25%		16%		14%		40%		54%		38%		38%		55
	Yes	58%		52%		33%		34%		47%		54%		79%		49%		52%		170
	Not used or missing	59%		51%		40%		38%		29%		55%		78%		49%		60%		130
Satisfied with how helpful the other advice was overall	No	36%		30%		20%		13%		13%		40%		50%		35%		33%		53
	Yes	59%		54%		33%		35%		47%		55%		80%		51%		53%		170
	Not used or missing	61%		51%		41%		39%		29%		53%		78%		48%		60%		132

Removes categories which were missing cases

* Indicates significance based on the 2-stage regression and relates to the entire variable, including the categories not shown * indicates borderline significance

- Indicates suppressed figures due to low n

Appendix Table 17: Rating the current situation good or fairly good among people who had used advice services, by personal and household characteristics of the individual and characteristics of the food bank and advice services model

		How well I am managing with my money		My physical health		My mental health and wellbeing		My relationships with family and friends		Having the support I can go to when I need it		How I feel about the future		
		%	*	%	*	%	*	%	*	%	*	%	*	Min n
Gender	Male	29%		30%		21%		46%		50%		35%		203
	Female	31%		31%		28%		57%		58%		41%		218
Age group	18-34	23%		40%		29%		51%		53%		45%		92
	35-44	34%		32%		24%		50%		49%		31%		133
	45-54	25%		24%		20%		47%		51%		39%		108
	55-64	36%		31%		25%		56%		61%		42%		63
	65 or older	39%		32%		28%		66%		72%		41%		29
Ethnic group	White	30%		28%		20%		52%		55%		35%		329
	Black / African / Caribbean / Black British	32%		44%		47%		38%		50%		54%		37
	Any other answer	29%		43%		38%		57%		51%		46%		37
Has a disability	No	37%		63%	*	57%	*	68%		65%	*	62%		99
	Yes	27%		19%		13%		48%		51%		31%		293
Sought or applied for asylum in the UK	Yes	28%		45%		35%		52%		45%		29%		31
	No/ not applicable	30%		30%		24%		52%		55%		38%		378
English is the first or main language	Yes	30%		29%		22%		51%		53%		36%		359
	No	34%		43%		41%		61%		62%		51%		61
Household composition	Lone adult	31%		29%		23%		41%		52%		38%		160
	Couple	25%		29%		18%		53%		63%		32%		34
	Lone parent	28%		33%		29%		48%		48%		33%		66
	Couple with children	33%		45%		36%		72%		59%		47%		43

		How well I am managing with my money		My physical health		My mental health and wellbeing		My relationships with family and friends		Having the support I can go to when I need it		How I feel about the future		
		%	*	%	*	%	*	%	*	%	*	%	*	Min n
	Parent household with other adults	38%		31%		21%		55%		58%		38%		55
	Multi-adult household	24%		23%		24%		63%		58%		42%		59
Housing tenure	Rent from a local authority or housing association	30%		29%		25%		51%		52%		37%		258
	Rent from a private landlord	33%		35%		26%		51%		65%		43%		81
	Own, including through shared ownership	35%		31%		20%		59%		57%		35%		34
	Some other living arrangement	26%		31%		27%		50%		51%		42%		44
Respondent (or partner) currently in paid work	Yes	41%		47%		33%		68%		62%		43%		82
	No	27%		26%		22%		47%		54%		37%		324
How many times in the last 12 months used the food bank for emergency food	This is the first time	32%		21%		22%		51%		55%		51%		47
	2-3 times	29%		36%		28%		57%		56%		40%		142
	4-6 times	23%		30%		19%		41%		52%		34%		110
	More than 6 times, but not every month	39%		26%		25%		54%		47%		35%		68
	Every month or more often	27%		33%		31%		56%		59%		33%		52
When used the food bank for emergency food most recently	Today	25%	*	30%		25%		56%		52%		38%		255
	Less than a month ago	26%		28%		23%		44%		46%		31%		68
	One to three months ago	39%		31%		16%		45%		57%		43%		49
	Four or more months ago	43%		33%		27%		42%		59%		40%		50
Reasons for using the food bank	A drop in income from employment	28%		37%		25%		54%		50%		35%		101

		How well I am managing with my money		My physical health		My mental health and wellbeing		My relationships with family and friends		Having the support I can go to when I need it		How I feel about the future		
		%	*	%	*	%	*	%	*	%	*	%	*	Min n
	Benefit payments stopped or reduce	29%		26%		22%		53%		50%		37%		99
	Difficulty claiming benefits	35%		20%		15%		45%		39%		33%		53
	Low income for a long time	27%		28%		26%		52%		49%		37%		203
	My level of debt	21%	*	32%		23%		38%		46%		36%		112
	A housing issue	28%		32%		24%		47%		48%		40%		57
	An employment issue	27%		23%		17%		39%		40%		30%		54
	An immigration or asylum issue	-		-		-		-		-		-		16
	A physical or mental health issue	31%		17%		12%		44%		48%		29%		154
	An issue with or change in family or relationships e.g. relationship breakdown, bereavement	34%		25%		17%		34%		41%		28%		64
	Something else	46%		36%		30%		58%		49%		52%		43
When first spoke to someone from the advice services service	Within the last month	27%		33%		25%		54%		54%		35%		160
	1 - 6 months ago	32%		31%		23%		55%		55%		38%		124
	More than 6 months ago	41%		23%		24%		45%		60%		41%		74
Stage of advice services Journey	Early, ongoing	23%	*	29%		22%		54%		44%	*	34%		132
	Established, ongoing	31%		21%		16%		41%		60%		24%		85
	Completed, resolved	60%		41%		39%		73%		70%		59%		41
	Completed, unresolved	24%		34%		29%		47%		53%		38%		58
Food bank location	London & South East	36%		28%		32%		46%		54%		39%		74
	South West	28%		36%		25%		43%		60%		39%		53

		How well I am managing with my money		My physical health		My mental health and wellbeing		My relationships with family and friends		Having the support I can go to when I need it		How I feel about the future		
		%	*	%	*	%	*	%	*	%	*	%	*	Min n
	East of England	-		-		-		-		-		-		24
	East Midlands	27%		31%		33%		53%		56%		33%		36
	West Midlands	22%		27%		22%		56%		46%		31%		36
	North West	34%		30%		24%		53%		58%		48%		53
	Cumbria, North East & Yorkshire	19%		33%		21%		55%		49%		25%		73
	Devolved nations (NI/S/W)	42%		31%		21%		60%		56%		46%		77
	Northern Ireland	28%		13%		19%		56%		50%		41%		30
	Scotland	-		-		-		-		-		-		7
	Wales	53%		45%		24%		68%		66%		54%		37
Food bank locality/catchment	Predominantly City	37%		33%		31%		53%		56%		45%		171
	Predominantly Town	27%		30%		22%		52%		56%		35%		207
	Rural, or large rural catchment	-		-		-		-		-		-		27
Pathfinder food bank	No	30%		27%		22%		52%		49%		37%		215
	Yes	31%		34%		27%		52%		60%		40%		211
Large food bank	No	25%		29%		20%		50%		53%		37%		227
	Yes	36%		32%		30%		54%		57%		41%		199
Delivery model type	Direct	46%		40%		27%		59%		53%		49%		66
	Third-party only	27%		29%		25%		50%		54%		36%		336
Service model	Income maximisation only	40%		30%		26%		57%		53%		38%		99
	Plus debt advice	29%		29%		24%		50%		57%		40%		221
	Plus debt advice & signpost/referral or wrap around	24%		34%		25%		51%		49%		35%		115
	No	-		-		-		-		-		-		28

		How well I am managing with my money		My physical health		My mental health and wellbeing		My relationships with family and friends		Having the support I can go to when I need it		How I feel about the future		
		%	*	%	*	%	*	%	*	%	*	%	*	Min n
Satisfied with relationship with the advice services adviser(s)	Yes	31%		31%		24%		54%		56%		37%		324
Satisfied with how helpful the advice services support was overall	No	-		-		-		-		-		-		29
	Yes	30%		30%		24%		53%		56%		37%		323
Satisfied with relationship with the other advice adviser(s)	No	21%		32%		26%		43%		42%		34%		72
	Yes	29%		29%		22%		52%		57%		41%		208
	Not used or missing	35%		32%		27%		55%		56%		37%		155
Satisfied with how helpful the other advice was overall	No	18%		30%		23%		43%		41%		31%		70
	Yes	30%		29%		22%		52%		57%		41%		203
	Not used or missing	35%		33%		28%		56%		56%		37%		162

Removes categories which were missing cases

* Indicates significance based on the 2-stage regression and relates to the entire variable, including the categories not shown

- Indicates suppressed figures due to low n

Appendix Table 18: Essentials lacked among people who had used advice services, by personal and household characteristics of the individual and characteristics of the food bank and advice services model

		Lacked any essentials	*	Lacked four or more essentials	*	n
Gender	Male	86%		18%		217
	Female	85%		18%		226
Age group	18-34	93%		16%		94
	35-44	89%		23%		139
	45-54	81%		21%		113
	55-64	80%		11%		70
	65 or older	71%		9%		34
Ethnic group	White	86%		17%		351
	Black / African / Caribbean / Black British	90%		23%		39
	Any other answer	78%		20%		60
Has a disability	No	77%		8%		107
	Yes	88%		22%		312
Sought or applied for asylum in the UK	Yes	84%		9%		32
	No/ not applicable	85%		18%		399
English is the first or main language	Yes	88%		19%		381
	No	70%		10%		61
Household composition	Lone adult	87%		20%		172
	Couple	74%		18%		38
	Lone parent	88%		16%		68
	Couple with children	75%		11%		44
	Parent household with other adults	93%		21%		57
	Multi-adult household	86%		14%		63
Housing tenure	Rent from a local authority or housing association	87%		20%		271
	Rent from a private landlord	81%		12%		83
	Own, including through shared ownership	75%		19%		36
	Some other living arrangement	94%		20%		49
Respondent (or partner) is in paid work	Yes	79%		17%		82
	No	86%		18%		346
How many times in the last 12 months used the	This is the first time	85%		8%		52
	2-3 times	83%		17%		148
	4-6 times	88%		18%		114

		Lacked any essentials	*	Lacked four or more essentials	*	n
food bank for emergency food	More than 6 times, but not every month	86%		23%		74
	Every month or more often	91%		22%		55
When used the food bank for emergency food most recently	1 Today	87%		18%		272
	2 Less than a month ago	85%		19%		73
	3 1-3 month ago	86%		18%		51
	4 4 or more months ago	81%		20%		54
Reasons for using the food bank	A drop in income from employment	86%		21%		105
	Benefit payments stopped or reduce	90%		25%		104
	Difficulty claiming benefits	91%		33%	*	55
	Low income for a long time	85%		21%		209
	My level of debt	90%		21%		118
	A housing issue	88%		28%		58
	An employment issue	96%		25%		55
	An immigration or asylum issue	-		-		16
	A physical or mental health issue	89%		26%		159
	An issue with or change in family or relationships e.g. relationship breakdown, bereavement	88%		25%		64
Something else	80%		20%		50	
When first spoke to someone from the advice services service	Within the last month	82%		15%		171
	1 - 6 months ago	87%		23%		127
	More than 6 months ago	87%		18%		76
Stage of advice services Journey	Early, ongoing	89%		13%		135
	Established, ongoing	89%		26%		92
	Completed, resolved	80%		9%		45
	Completed, unresolved	84%		16%		61
Food bank location	London & South East	81%		16%		80
	South West	93%		24%		58
	East of England	-		-		29
	East Midlands	89%		16%		37

		Lacked any essentials	*	Lacked four or more essentials	*	n
	West Midlands	76%		14%		37
	North West	88%		15%		59
	Cumbria, North East & Yorkshire	83%		21%		77
	Devolved nations (NI/S/W)	87%		16%		79
	Northern Ireland	97%		19%		32
	Scotland	-		-		7
	Wales	82%		15%		40
Food bank locality/catchment	Predominantly City	84%		17%		187
	Predominantly Town	87%		18%		220
	Rural, or large rural catchment	-		-		28
Pathfinder food bank	No	84%		17%		229
	Yes	86%		18%		227
Large food bank	No	86%		19%		243
	Yes	84%		16%		213
Delivery model	Direct	87%		21%		70
	Third-party only	84%		17%		362
Service model	Income maximisation only	88%		18%		101
	Plus debt advice	85%		17%		238
	Plus signpost/referral or wrap around	83%		20%		126
Satisfied with relationship with the advice services adviser(s)	No	-		-		29
	Yes	84%		17%		333
Satisfied with how helpful the advice services support was overall	No	-		-		29
	Yes	85%		17%		335
Satisfied with relationship with the other advice adviser(s)	No	94%	*	23%		77
	Yes	86%		18%		221
	Not used or missing	80%		15%		167
Satisfied with how helpful the other advice was overall	No	94%		25%		72
	Yes	84%		18%		217
	Not used or missing	85%		18%		176

Removes categories which were missing cases

* Indicates significance based on the 2-stage regression and relates to the entire variable, including the categories not shown

- Indicates suppressed figures due to low n

/PFRC