

A pilot scheme aiming to increase financial resilience in service users through advice worker roles based within Norwich Foodbanks. From July to October 2022, the Project Manager, four advice workers and four volunteers were interviewed. The evaluation found:



A service supporting people with highly complex needs, in a compassionate and person-centered way, cutting across multiple agencies

A holistic service that 'wraps around' the person



Highly experienced volunteers and staff, using their connections to work collaboratively and seamlessly with the individual, reducing stigma and building trust



The service reaches 'seldom heard' clients, sitting at the heart of communities

The volunteers and staff are providing a 'frontline' service, consideration should be given to the vicarious trauma that could result from this



It really is a community hub. Sometimes people will come in just because they know the Shelter advisor is there and not actually trying to access the Foodbank.

For me, that's really important that you don't just do something for somebody that they're part of the journey and they become informed and empowered as a result of it as well. I'm here. This is my role. You're in control. You tell me what you want and need. I'm basically working for you.

It feels like our service [in the Foodbank] is a good way to access really vulnerable people that might not come otherwise.