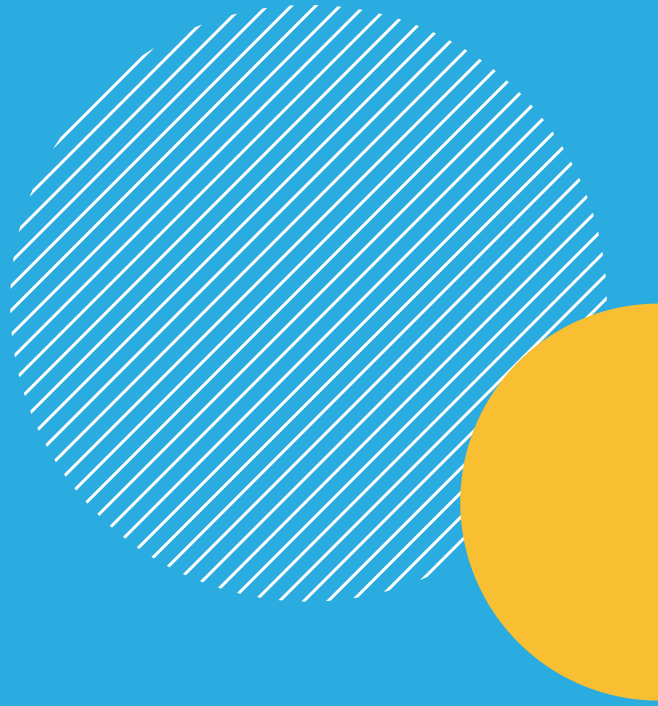




# IMPACT REPORT

1 APR 2020 - 31 MAR 2021

[www.pecan.org.uk](http://www.pecan.org.uk)



## **Pecan**

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All names featured in testimonials herein have been changed

# TABLE OF CONTENTS

1	Note from the CEO	9	National Careers Service
2	About Pecan	13	HOurBank
3	Pecan's Projects	15	Peckham Pantry
5	Pecan's Impact	19	Southwark Foodbank
6	Family Works and Journey 2 Work	23	Southwark and Lewisham's Women's Hubs



# Note from the CEO

This has been an exceptional year for everyone. The pandemic has had a dramatic effect on the whole country. At Pecan, some of the people we work with have low levels of resilience to change due to financially precarious situations. With the histrionic transformation that the pandemic caused to everyday life, far too many people were tipped over the edge and needed to call out for additional help.

As a team we had to adapt our systems in lightning quick time. We couldn't just shut up shop and stop what we were doing. Our foodbank team revamped their systems virtually overnight. Going from an offline referral system to an online system, moving from people turning up when they could to a delivery system, keeping everyone Covid safe. The referrals grew by 240%. Thankfully the response from the public matched in terms of donations of food, time and finances.

During the year we have also started 2 new employment programmes working with ex-offenders and families. Alongside this we were able to launch a larger Pantry project, which is now open from a shop unit in Peckham 6 days a week. They service over 1,000 families a month, collectively saving £15,000 a month on food bills, bringing dignity and choice to the way that people access food and the community.

Our teams outside of Southwark Foodbank also needed to be working differently. All of

them adopted virtual contact with clients. The employment team moved from supporting people into work to conducting wellbeing calls until the pandemic calmed and people were able to seek employment again. Our Women's Service and HOurbank teams again took on the task of conducting wellbeing calls, they then started to produce wellbeing packs and online wellbeing and learning groups.

The Pandemic has taken its toll on people, not just those who have been infected or needing support due to the financial fall out but those also providing the support. It has been vital for us as an organisation to ensure that we are caring for the care givers. Without our staff and volunteer team we would not be able to do what we do. To this extent we employed a wellbeing officer to look after the team. They have been a listening ear for the team, looked for training support and advocated on their behalf within the organisation. Our team is our greatest resource.

The figures, facts, information and quotes in this report haven't happened by choice. They have happened because of the commitment of staff and volunteers to love the community and to offer services with kindness, seeking opportunities for people to believe in themselves and to always focus on having a future filled with hope.



**Chris Price**  
CEO



# About Pecan

Pecan is a Christian charity based in Peckham, dedicated to empowering the local community to overcome seemingly impossible barriers to a better future. Founded in 1989, Pecan was originally focused on helping people into employment. Having evolved with the changing needs of the community, the support they offer now centers around three core pillars: community, employment, and women's services. This includes helping people on the path to employment, hosting skills exchanges, providing support for ex-offenders, their families, refugees and asylum seekers, and running food banks. Through their projects they bring hope to individuals and the wider community, using kindness and belief to unlock their true potential and increase social inclusion.



# Pecan's Projects



## Family Works

Wrap-around support for unemployed families, helping them to upskill, find and keep work.



## Journey 2 Work

Supporting unemployed people to navigate and succeed in the world of work.



## National Careers Service

Offering careers and skills advice to adults.



## HOurBank

A time-banking community in which members exchange skills, hobbies and interests.



## Peckham Pantry

A membership scheme making access to good quality food.



## Southwark Foodbank

A food resource donated by the local community, distributed to individuals in need.



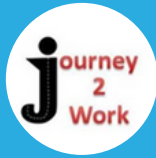
## Southwark and Lewisham's Women's Hubs

One-stop-shop support for women affected by the criminal justice system, and those seeking support, information and community.



# Pecan's Impact





# Family Works *and* Journey 2 Work



## Jenny's Story

Jenny\* was unemployed for a few months before she approached Pecan. She was struggling to pay bills each month and to put food on the table for her two young kids.

Pecan assigned Jenny a caseworker who listened to her story over the phone and found ways to help her. First, he referred her to Pecan's Foodbank project. From that week onward, she received food packages delivered to her home so that she didn't have to worry about feeding her children anymore, especially while she was looking for work.

Over the next few weeks, the caseworker worked with Jenny to update her CV, submit applications and prepare for interviews. She eventually got a part-time job working as a Junior Data Assistant for a local consultancy company. The caseworker kept track of any new support packages being made available in the local area which Jenny was eligible to apply for. One of these ended up in Jenny being awarded a £50 voucher, which she chose to spend on food and toiletries for her home.

**"I am always happy to hear your voice, it reminds me that there are still kind people in this world. I finally got the job I applied for. It is only part time at the moment so money is very tight but it is still a work in progress. Thank you again for all your constant support, not just with work, but with your kind words of encouragement. It means a lot."**

The Family Works and Journey 2 Work Programmes are part-funded by the European Social Fund and provide wrap-around support for unemployed families in Lewisham, Lambeth and Southwark.

The goal of these programmes is to help each participant increase their skills and find and keep work. Just as every person is unique, so will be their path to employment. Therefore, everyone Pecan works with will meet with their caseworker on a one-to-one basis with the additional option to attend workshops if they need or want to.

While Journey 2 Work is centred on helping an individual, Family Works focusses on helping families. Together with the caseworker, clients will tailor a plan to overcome their obstacles to finding and sustaining long-term employment. They will also partner with local community organisations such as schools, social services and Jobcentre Plus when creating their plan.

Pecan saw 125 people who wanted to start a job. Of these, 72 managed to secure a job. Because of the disruption caused by successive national lockdowns throughout the year, most of these people went into their new jobs at the end of 2020 or early 2021. By March the following year, 27 people had been in their new position for 6 months, and 30 had been in theirs for 3 months.



**72 people**  
got a job through the  
Family Works and  
Journey 2 Work  
programmes



## Imran's Story

Imran\* came to Pecan in February, unemployed and with mounting debts. He had been finding it unbearable to keep up with repayments and added interest every month. He was so worried by his situation and the fear of losing his home that it was affecting his sleep, and he showed signs of depression.

The case advisor on the Family Works programme first helped Imran to apply for Universal Credit, which he started to receive three weeks later. He received regular one-to-one support and confidence-building, including helping him to update his CV and a cover letter for a job interview. Despite the national Covid lockdown, Pecan was able to help Imran prepare for his interview by supplying tips and tricks, practice and support over the phone and on WhatsApp.

After a few weeks with Pecan, Imran secured a role as a driver for Deliveroo, in and around central London. Since gaining employment, his confidence and self-esteem has grown. He now plans on going back to college to retake training in Maths, English, and I.T. so that he is better prepared for future employment opportunities.

"I now have a daily structure, and a reason to get up every day, get outside and meet new people. I feel more confident now about building my skills and being in the world of work."

Imran still receives support from Pecan each month, and has chosen to receive monthly check-in calls for the next six months in case Pecan can help in any other way.





# National Careers Service

Pecan is a National Careers Service provider. The National Careers Service gives free, tailored advice to its users on improving their working lives.

Our qualified careers advisors offer one-to-one guidance to help people gain new skills, choose a career path, prepare for interviews and find work opportunities.

We can also help our clients to open a Lifelong Learning Account, which they can use whenever they need to update their skills. In addition, the National Careers Service supports unemployed individuals by offering opportunities to receive free accredited training in a range of fields. The qualifications gained through these courses are invaluable for CV enhancement, especially for certain career paths for which they are a prerequisite.

Pecan supported  
**406 people**  
to improve  
their working lives



Of these,  
**135 got a job**  
or  
**started a course**

## Antoni's Story

Antoni\* found out about the National Careers Service after walking past the Pecan building and deciding to enquire if he could get help with finding employment. He had been struggling to find work as English is not his first language, he did not have an up-to-date CV and he didn't know how to go about writing cover letters. He had been working as a waiter prior to becoming unemployed, and wanted to do some training or gain a qualification that would enable him to find a job so he could support his family.

Pecan's NCS advisor found some courses that might suit Antoni, who immediately expressed an interest in the Security Industry Authority (SIA) course. He was put on the waiting list, and a few months later he started the course for free. Eventually, he passed the Security Guard and CCTV exams. He recognised that customer service was also a big part of working in security and so Pecan helped him to get some experience working in his friend's restaurant.

Antoni was now ready to look for work in Security. His caseworker at Pecan helped him update his CV, adding in his new qualifications, and tailoring it to the security sector. After he started applying to security companies, Antoni was offered an interview. His caseworker helped him prepare by practising interview techniques.



Antoni got the job! Before he started, he called his caseworker to say he was nervous about his first role in Security. His caseworker reassured him, advised him to bring a small notepad to make notes on his induction and to ask questions to ensure he fully understood what was expected of him, and checked with him that he had the right clothes for his first day.

Antoni has now been working for the past four months, staying in touch with his caseworker each month for support. Not only is he gaining skills and experience with each day, but confidence and self-belief.

# HOurBank

HOurBank is a unique community built and enjoyed by people, as well as organisations or businesses, who share their skills with one another in whichever way is most helpful to them.

It's a simple time-banking system based on helping one another. Members of the HOurBank advertise their skills, hobbies and interests on a private, virtual noticeboard. From here, fellow members can 'purchase' these skills, offering their own unique abilities as payment. Each member is treated equally, so one hour of maths tutoring is the same as one hour of knitting. By sharing their skills, HOurBank members create an active community of socialising, learning, and support.

Here's an example: Maggie is a whizz with knitting needles, but she struggles to get out and about due to having limited mobility. So Tom carries Maggie's shopping home for her, and in exchange Maggie helps Tom patch up the holes in his favourite jumpers.

People shared  
**561 hours**  
worth of skills  
with each other



# HOurBank

## *in numbers*



**561**  
HOURS

HOurBank members shared hundreds of hours' worth of their time learning and teaching new skills together

Skills were shared across hundreds of different exchanges between members

**361**  
EXCHANGES



**42**  
EVENTS

Pecan enabled the hosting of 14 discussion groups, 9 viewers groups, 8 readers' groups, 6 art appreciation events, 2 lunch groups, a floristry session, a Christmas party and a birthday party!

We regularly checked to make sure members were OK throughout the national lockdown

**376**  
CALLS



**834**  
ACTIVITY PACKS

We sent out physical activity packs to members, helping them to keep active and feel connected with the rest of the HOurBank community



## Teresa's Story\*

"I had to move to Peckham with my daughter after my husband left. As a full-time single mum, it was really hard to meet new people, especially because I'd lost a lot of confidence since becoming single. I was starting to feel extremely isolated – my daughter was all I had and she is only little.

On a walk one day I saw someone putting up a poster for HOurBank on the community centre noticeboard. They saw me looking at it and asked if I would be interested in participating. I told them I didn't have any skills, but they took a look at the plaits in my hair and asked if I'd done them myself. 'Many people would love to know how I could do that', they said. I wasn't sure I believed them, but they were so friendly that I decided to come in a few days later and find out a bit more about HOurBank.

The volunteers there put my hair-braiding skill on the virtual noticeboard and within a day someone had responded to the advert. It was a man, Peter, who wanted to learn how to plait his granddaughters' hair when they were staying with him, so that he could take part in their school run a bit more. We met a few times, learning a different hairstyle each time and telling each other a little bit about our lives. For the first time in a long time I felt like I had something valuable to contribute, and that I could make people laugh.



## PECAN'S IMPACT

Peter knew I struggled to maintain the house on my own, and because he'd been a member of the HOurBank for a while, he put me in touch with Lisa, who liked painting and decorating. She came round and helped me do up my sitting room and bedroom so that home was a nicer place to come back to. We're good friends now, and it's made me realise that there was a community there for me all along.

I've gotten more involved since then; I volunteer regularly at the local community centre, chatting to people and occasionally helping out with the admin. I've learned new skills, like Microsoft Word and email, and I'm not spending all day staring out the window anymore. I feel like I'm part of something again, and it feels good."





# Peckham Pantry

Peckham Pantry is a membership scheme helping to reduce household costs.

Paying just £4.50 per shop, members get access to fresh fruit and veg and store cupboard favourites at £15 or more of value. During the national lockdown, members ordered the food over the phone and it was delivered to them.

Not only does the scheme reduce shopping bills, but it also signposts advice and support, and creates opportunities for members to be more active in their community.

By having a paid element, members of the Peckham Pantry are empowered to make their own choices about the food they buy and cook with at home. The Pantry has dignity at its core: of choice, of pay, of having access to fresh, nutritious food, and of being part of a community.



**7,740 people**  
significantly  
reduced their  
shopping bill

# Peckham Pantry

## *in numbers*



**£15,000**  
**MONTHLY SAVINGS**

The Pantry supports over 1,000 families each month on average, by saving them £15 on shopping

Thousands of people visited the Pantry for their weekly shop\*

\*From Apr-Sep 2020, Pantry was only operating one day a week. In October, we opened a second Pantry site running 6 days a week

**7,740**  
**VISITORS**



**2,016**  
**NEW MEMBERS**

Taking our total for this period to 6,184 members!

The majority of our members are currently in social housing, followed by private rental

**53%**  
**IN SOCIAL HOUSING**



**3.06**  
**AVERAGE HOUSEHOLD SIZE**

Most people visiting the Pantry had just over 3 people in the household.

## PECAN'S IMPACT



**"Just wanted to let you know that the food has arrived! Thank you so much for helping me get these, I'll be able to feed myself for the next few weeks with the foods I love."**

**- Leila\***



\*Names have been changed



**"I don't go hungry because I can come here and get all my bits and pieces, all the things I normally use like coffee, rice, chicken and fresh fruit. The staff are so helpful, and I like catching up with them while I'm doing my shop."**

**- Luke\***



# Southwark Foodbank

The Foodbank is a store of non-perishable food donated by the local community.

Southwark residents are referred to the Foodbank by one of Pecan's frontline partners, such as schools, GPs, social services and many more. The referred individual is given a voucher which can be redeemed at the Foodbank in exchange for food. Certain vouchers allow for different amounts of food, with household size also being a factor.

Our volunteers at the Foodbank also offer friendly, relevant support and advice on other services which might help our users, for example in tackling the longer-term issues which led them to us in the first place.

Over lockdown, we delivered food packages to families and people in need so that they didn't have to leave the house. This involved calling our users in advance so that they could 'order' what they wanted over the phone.

We fed  
**18,978 people**  
in the  
last year



# Southwark Foodbank

## *in numbers*



**18,978**  
PEOPLE

Nearly 20,000 people received food packages through Pecan, a 289% increase from the previous year

A huge amount of food was donated and distributed to the local community

**177,195**  
KG DISTRIBUTED



**37%**  
CHILDREN

We supported more children in the last year than the combined total of children and adults supported the year before

The most common reason for referral to the Foodbank was having a low income, followed by having no recourse to public funds, and being unwell

**42%**  
ON LOW INCOME



**2.36**  
AVERAGE  
HOUSEHOLD SIZE

The most common users of the Foodbank were single individuals, followed by single parents





**"Me and my brothers got an Easter egg each in our food delivery. It felt like Christmas! Yum!!"**  
 – Kai\*



**"I received my Foodbank items this afternoon and would like to say a very big thank you.**

**I was so touched by the warmth of the volunteers who checked which meats I could eat and what toiletries I wanted, and by the man who delivered them, who chatted to me for a while and lifted my spirits.**

**My work coach at Peckham Job Centre made the referral to Pecan within minutes of me asking for it, and the volunteer who called me from Pecan was so prompt after the referral.**

**Once I start my job, I want to be a part of supporting the Foodbank in some small way, as it has been so good to me this past year."**

– Mia\*

## PECAN'S IMPACT

Southwark Foodbank also ran its **Christmas Gift Card Project** at the end of 2020.

This campaign originally involved Pecan supplying families with the wherewithal for a Christmas dinner. However, we wanted to give members of the Foodbank more choice in what they chose to eat. So, we started fundraising in the run up to Christmas, using the money to buy £50 Tesco gift cards which we distribute to families in the local community to spend as they choose. We complement these vouchers with a food parcel packed with festive goodies that have been donated to us, from mince pies to chocolate cake, as well as the gift of a brand-new children's book or a toy.



## Working in partnership...

"Just wanted to say a massive thank you to all the team at the Foodbank, on behalf of all our staff here at the Council.

Busy social workers and other practitioners may not always be able to have the time to thank you personally, but your support is obviously not only vital in terms of the immediate support to families, but also has a massive benefit to social workers' relationships with families, and to their ability to safeguard children.

Having been able to make such a referral is something tangible and concrete that our staff can effect for families, which can help families 'warm' to us, and also, to be honest, can be helpful to the social worker in feeling that they have met one need at least, while many of the others take longer to resolve. Also, we cannot begin to support families to work on deeper problems such as domestic abuse, drug or alcohol misuse, or parenting, if their most basic need remains unmet.

Your support is therefore vital also to our work, as well as being vital to families.

With many thanks and best wishes to all at the Foodbank"

- Jennifer Ranshaw,  
Principal Social Worker, Children's Services, London Borough of Southwark

# Southwark and Lewisham Women's Hubs

The Southwark and Lewisham Women's Hubs provide gender-specific support tailored to the individual's needs, for women in the local area, in a safe and welcoming space.

The Hubs offer one-stop-shop support for women affected by the criminal justice system, as well as those facing other difficulties, such as domestic violence, housing or employment issues. By offering personalised support, information and community all in one place, we can help empower women to address their needs in the way that works best for them.

Pecan helped 308 women over the course of the year, who attended one-to-one meetings with key support workers. They received a range of other support provisions, from probation officers, to housing advocates, careers advisors to wellbeing activities.

Over lockdown, we also sent out creative workbooks and pamphlets each week, tailored to the specific need of that person.

We  
supported  
**308 women**  
last year



# Women's Hubs

## *in numbers*



**154**  
women

Women engaged in 1-2-1 sessions with an Advocate

24 editions of the Wellbeing Packs were prepared, written and posted to over 120 women

**24**  
Wellbeing Packs



**92**  
Workshops

Between September and March 92 workshops took place on topics ranging from domestic abuse to wellbeing as well as a book club

During the year the Probation Service referred 53 women for advocacy and support

**53**  
Referrals



**44**  
engaged

On average every month 44 women actively engaged in one to one meetings.



## Naia's Story

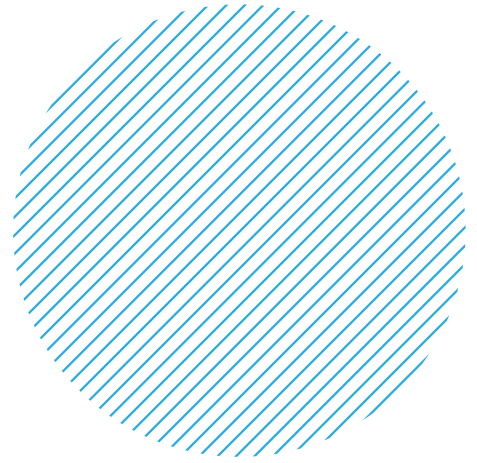
Naia\* is a 32 year-old woman with a history of offending and addiction. She has suffered considerable trauma and abuse in her life.

An advisor from the Hub has been working with Naia over the past year. In that time, Naia has moved from supported accommodation to her own shared house, started an animal care course and is now working towards becoming a veterinary nurse. She is engaging with services to combat her addiction. Her relationship with her family is still a work in progress, but she has supportive friends, one of whom also sometimes attends the Women's Hub with her.

Naia's advisor has also helped her to access support in working through her trauma symptoms, anxiety and depression, and to improve her sense of self-worth and compassion. She has learned a variety of self-care techniques which she can practice in different situations, and is now considering one-to-one counselling.

**"I really value our sessions. It makes such a difference having another woman to talk to and listen to me. Your belief in me has made the difference."**





**"I didn't want to work  
with you at the beginning but then  
I realised that you do what you say you're  
going to do. I've told my friends that you're  
the real deal.  
And I like that you never do things for me;  
you help me do things for myself.  
Like my Universal Credit, I've been putting it  
off but since talking to you,  
I've got it sorted."  
- Beth\***





Kindness | Belief | Hope



Pecan Peckham

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Registered Charity in England and Wales  
801819

This report is brought to you by Tickets for Good



"Thank you for water to drink!  
Thank you for letting me charge my  
phone there!  
Thank you for getting me food!"

All done to help me  
way out of your job roles  
and beyond the call of duty!"

