



IMPACT REPORT

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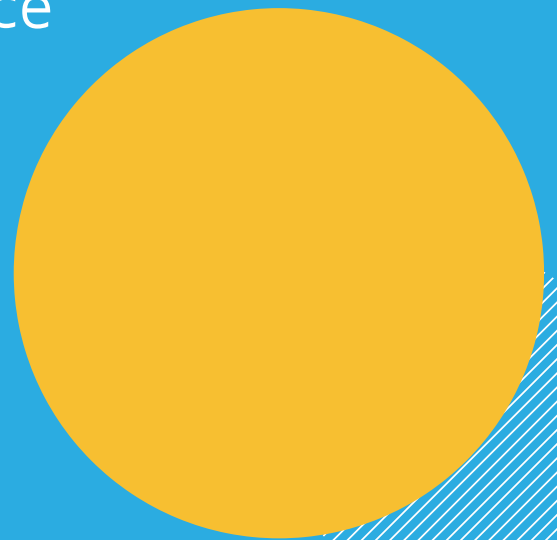
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About Pecan

Pecan is a Christian charity which values people, enables community engagement and seeks social justice.

Through our Southwark foodbank and Peckham Pantry people are met with kindness. Pecan's Women's Services uses a strengths-based approach for solutions to abuse, accommodation, benefits, debt, mental health or relationship problems. And community programmes focus on wellbeing and building knowledge and confidence.

We aim to treat everyone with kindness, belief in their potential, and confident hope that tomorrow can be better than today.





“Thank you so much for all your help and support helping me with the Southwark Hardship Fund application form, especially for the food voucher, I really appreciate it. I was so stressed before I got this support, as someone going through depression. Thank you so much once again.”



Southwark Foodbank

Southwark Foodbank is a source of emergency supplies for people without money. The cost-of-living crisis, illness, and unexpected bills can mean people can't buy enough food. Far too often we hear that parents skip meals, or the whole family goes without.

With a referral from their social worker, GP, school, church, CAB or other contact, people can access enough food to feed their household for the next three days.

Supermarkets, businesses, churches, community groups and individuals supply food. It is sorted at our warehouse and delivered to welcome centres across the borough. Our volunteers give a warm welcome and offer helpful information to other services.

We work to ensure that no-one in Southwark goes hungry. Our vision is for a UK with no need for foodbanks.



We fed
9,429
people

Southwark Foodbank

in numbers

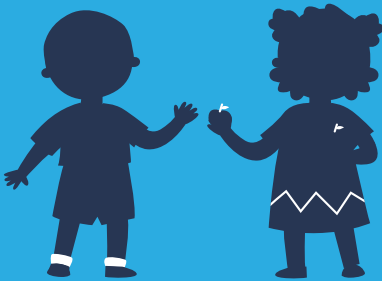


9,429
PEOPLE

Over 9,000 people
received food packages

Over 125 tonnes of food
was donated and over 150 tonnes
was distributed to local people

151,280 KG
DISTRIBUTED



34%
CHILDREN

Roughly one third of foodbank
beneficiaries were children

The most common reason for referral to
foodbank was low income, having no
access to public funds or being unwell.
This only gives the headline to the story.

54% 
ON LOW INCOME



2.17
AVERAGE
HOUSEHOLD

Most users of foodbank were single
individuals, and single parents

£4.50

per visit
is all it costs



to choose at least
£15 worth of food

Fresh & healthy food for less

5

Peckham Pantry

Peckham Pantry is a membership scheme which helps money go further. For just £4.50 per visit, members can choose food worth £15 or more. This can include meat, vegetables, fresh fruit, canned food and pasta, rice and pulses. The eighth stamp on their membership card means the next shop is free!

Peckham Pantry is a great place to pick up tasty and nutritious food, connect with people and find out about other useful sources of practical help. It is also a place that welcomes volunteers: several of our regular volunteers started as customers.

Peckham Pantry on Peckham Park Road is open six days a week and there is also a weekly pop-up at St Luke's Church, Chandler Way.



99%
of members
say Pantry
promotes their
dignity



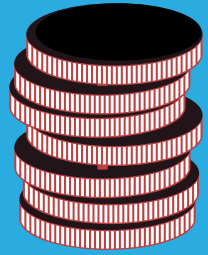


Peckham Pantry has been amazing. Lots of families can now make wholesome meals [and] save money for other things like bills. I share with neighbours and when I cook everyone can get some. I honestly can't praise you guys enough, thank you.

Laura

Peckham Pantry

in numbers



£15,000
MONTHLY SAVINGS

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

Since 2019 our members have made nearly 30,000 visits, saving in total around £300,000.

29,989
VISITS



3,497
MEMBERS

Local households have signed up to be members and are making their money go further.

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

60%
IN SOCIAL
HOUSING



3.06
AVERAGE
HOUSEHOLD

Most people visiting the Pantry had three people in their household.

Women's Service

The Southwark and Lewisham Women's Service offers one-stop support for women affected by the criminal justice system, as well as those dealing with often complex difficulties such as domestic violence, or housing and employment issues. We empower women to address their needs in the way that works best for them by offering trauma-informed personalised support, information and community all in one place.



308
women
interacted
with us

Women's stories

Poppy had experienced historic domestic violence and was feeling very isolated. She came to the Women's Hub and came to some workshops and events. This helped her to feel part of a community, and she took up the suggestion that she could attend the weekly HOurBank cafe. She then started volunteering. She says, 'You are so kind; you really listen to me. One day I hope I can help someone the way you have helped me.'

Frances has complex mental health issues including anxiety, autism, PTSD and trauma. She was helped to create an action plan to deal with her debt and given advocacy support with a court case. Most importantly, the encouragement and emotional support she received gave her the confidence to deal with her correspondence independently. She says, 'Thanks for all your amazing help. You really helped me a lot. You're an angel.'

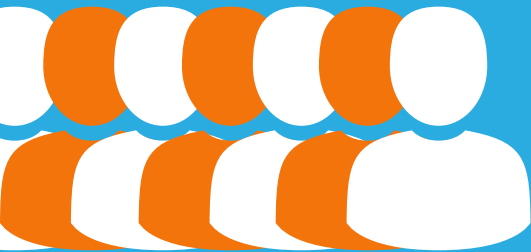
Martha has had severe problems with addiction, accommodation, and her mental health and has had her two children removed from her home, which was vandalised by other addicts who also assaulted her. She took to sleeping on night buses as she felt unsafe at home, which was uninhabitable, with no gas or electricity supply. The housing officer and adult safeguarding officer refused to respond to her Pecan advocate. Eventually contact was lost until she was knocked down by a bus and hospitalised for two months in psychiatric wards. This was the start of a turnaround in her life.

Martha is now abstinent, in safe accommodation for women with addiction issues and engaging with therapeutic professionals. She says, 'You are the only professional that has stayed in touch with me the whole way. You video called me when I was in prison, tried to stay in touch when I went AWOL and visited me on every ward I've been in. Now I feel I am brimming with hope whereas before I felt utter despair.'

"Now I feel I am
brimming with hope
whereas before
I felt utter despair."
- Martha

Women's Services

in numbers



308
women

women were supported
(172 attending group sessions,
136 attending 1-2-1 sessions
with an advocate)

12 editions of the Wellbeing Packs
were prepared, written and posted
to over 190 women

12

Wellbeing Packs



135
Workshops

workshops took place on topics
ranging from domestic abuse to
wellbeing as well as a book club

59 women were referred for advocacy
and support by the Probation Service
and 33 were referred by other services

92

Referrals



136
engaged

women engaged with
one-to-one sessions
with an advocate

HOurBank

**“The greatest disease in the West today is not TB or leprosy;
it is being unwanted, unloved, and uncared for.
We can cure physical diseases with medicine, but the only cure
for loneliness, despair, and hopelessness is love.”**

Mother Teresa, A Simple Path

HOurBank tackled loneliness and isolation. It provided opportunities for people to meet, help each other and enjoy outings and other group activities.

Members enjoyed a variety of group activities including the weekly cafe at All Saints Church. Some groups were hosted virtually to support the housebound, and many were organised by members including lunch in the park, walks, and Oyster days out.

Skills exchanged have included shopping, gardening, decorating and driving!



People gave
3,448 hours
in service to
each other





Felicity's Story

Felicity first became involved with HOurBank when she attended a series of eight Creative Writing workshops in 2019. At that point she decided she liked Pecan and wanted to become a member of the HOurBank. Not long after this, a book club was launched where members were required to read 'Of Mice and Men' by John Steinbeck. Felicity says the book was an interesting read but what she particularly appreciated was the way the group were able to discuss and reflect on the text. "It was a great idea to read a book in this way because you not only get to share your thoughts – but to hear those of other people," she says.

In 2020 the pandemic scuppered any further plans to meet up face to face, for a time. After a short while, HOurBank began an online discussion group, over Zoom. This was new to Felicity but she was one of the first to join. Initially, she was wary having heard horror stories of uninvited guests intruding on such meetings. But she decided to try it and is glad she did. 'The HOurBank Zoom meetings became a lifesaver for me and for others during the pandemic' she says. 'They gave us a connection with one another and became a highlight of my week.' The Discussion Groups have had different expressions. They became a readers group, a viewer's group, an art group, a singing group and even a Christmas party. Felicity attended about all of them, even when we were meeting twice a week.

Felicity hopes we will run another Book Club as this was something she especially enjoyed. She also looks forward to meeting more HOurBank members in person. She attended one of our 'Lunch in the Park' events and hopes to attend other walks and outings. Felicity is always a positive presence at online or in person events. She is a strength to those of us in the HOurBank community.

HOurBank

in numbers



3,448
HOURS

HOurBank members gave time leading group activities, volunteering at the community café, foodbank services, and coaching football practice

Members led or attended HOurBank's group activities and supported other Pecan projects such as Foodbank and Peckham Pantry

1,278
EXCHANGES



75
ACTIVITIES

HOurBank organised discussion groups, viewers groups, singing sessions, outings, and birthday parties

Staff made regular phone calls to members to check on their well-being. We provided information and signposted other services if additional help was required

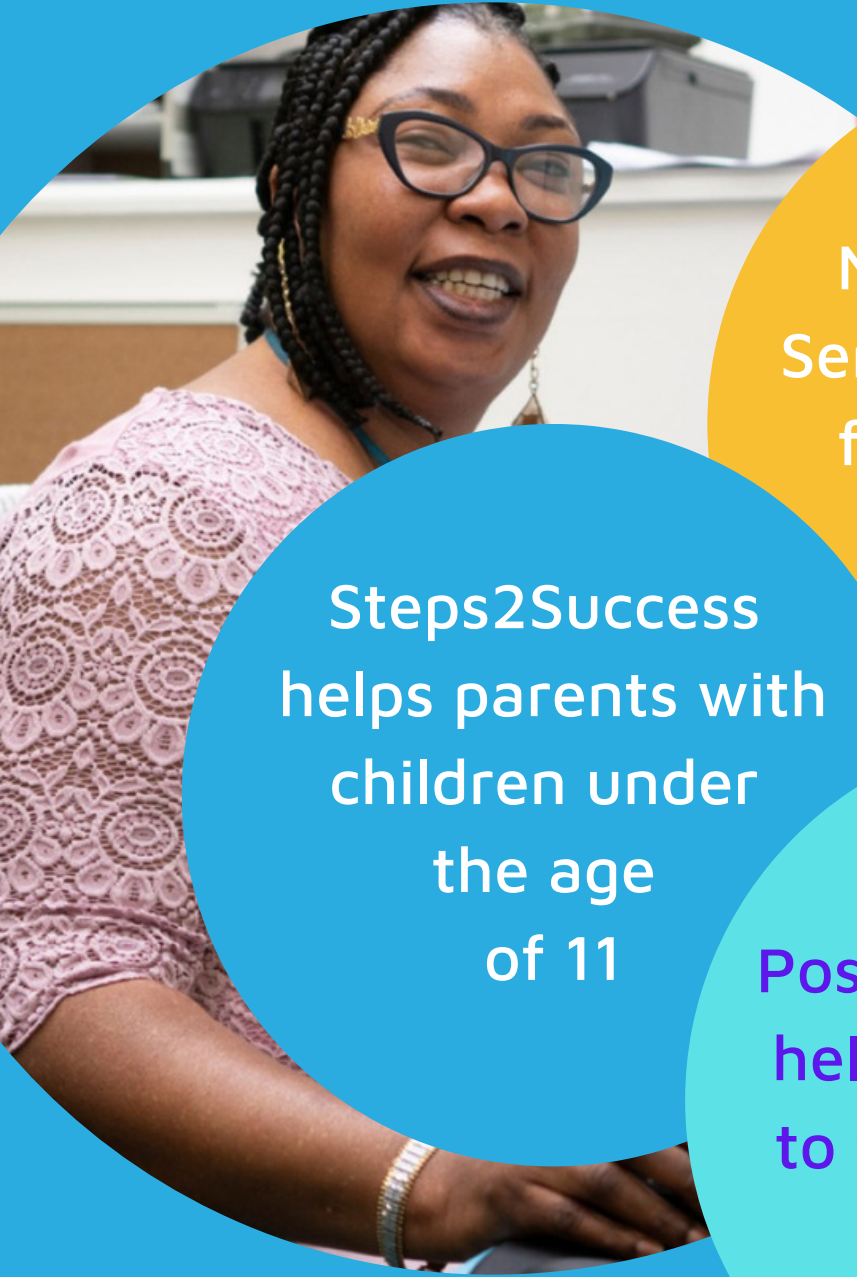
224
CALLS



960
WELLBEING PACKS

Six editions of HOurBank's wellbeing packs were written, printed and posted out to 160 members.

Employment Services



Steps2Success
helps parents with
children under
the age
of 11

National Careers
Service helps people
find training and
employment

Positive TurnAround
helps ex-offenders
to find training and
employment

Pecan helped
over 700 people
to improve their
working
lives

National Careers Service

Pecan is a National Careers Service (NCS) provider. NCS gave free, tailored advice to its users on improving their working lives.

Our qualified careers advisors offered 1:1 guidance to help people gain new skills, choose a career path, prepare for interviews and find work opportunities.

We also helped our clients to open a Lifelong Learning Account, which they could use whenever they need to update their skills. In addition, NCS offered opportunities to receive free accredited training in a range of fields. The qualifications gained through these courses are invaluable for CV enhancement, especially for career paths where they are a prerequisite.



Pecan helped
over 700 people
to improve their
working
lives

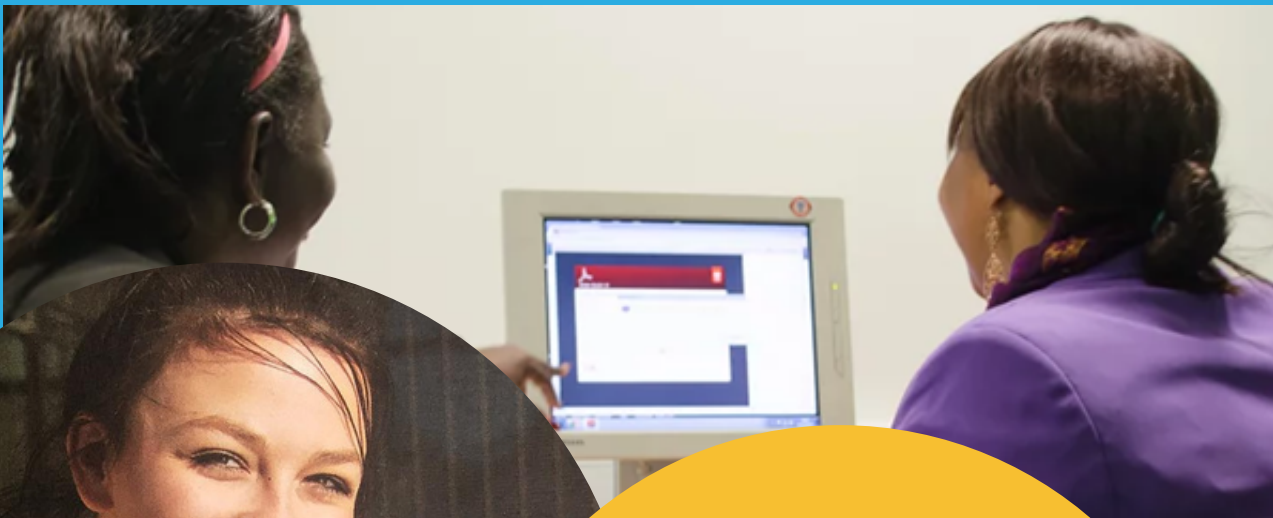
Of these,
250 got a job
and 300 got
qualifications

Rachel's Story

Rachel came across information about Pecan's NCS employment support services in our reception window. She had a BSc in International Business and wanted some guidance in finding a job as a KYC (Know Your Customer/Client) Analyst.

Her CV was up to date and she knew about tailoring it to applications, but because she had no previous interview experience, did not know what qualities to feature. Pecan helped her look for KYC Analyst job descriptions and found a vacancy whose job description showed that her skillset and profile were a very good fit.

Rachel was confident in her ability to do the job, but she was unsure about her ability to interview well. So she was given an introduction to interview techniques, and practised her responses to the questions that she was likely to be asked. Rachel has now applied for the vacancy we found and is researching how to be a high performer in her chosen profession. She is now confident that she will find a job that will use and develop her expertise.



“The staff at Pecan always made me feel special in my own way. They were really supportive. I got to that stage where I couldn't cope, but they invited me to events.”

– Lisa

Steps2Success

Steps2Success helps parents with children under the age of 11 to gain employment or training and helps with childcare to allow the parent to work part-time or full-time.

Sharon was introduced to Pecan by her Universal Work Coach to get support on how to create a good CV and to get employment. At her first appointment, she said, 'I am just confused on what to do because I need to work round my kids' school runs'.

She was taken through a skills assessment, a discussion of what she could apply for, and what qualifications would be needed. She chose to become a teaching assistant. Then training providers were found and she joined a Level 2 Teaching Assistant course.



"Just wanted to appreciate you for the support. You really made an impact on me and opened a new door for me for the future. You will never lack any good thing in life."

- Felicia

Pecan helped
98 people
through
Steps2Success

Of these,
20 got a job
and 30 got
training



Positive TurnAround

PTA helps ex-offenders to find employment and training. We also find volunteering opportunities to help clients transition into the routine of normal working life.

Tommy had just been released from prison and was sent to Pecan for support on CV preparation and career advice. At first, he was very reluctant to answer questions. But when his caseworker said, 'I can understand that you're tired of telling the same story to everyone you are signposted to' he sat right up and said, 'Exactly. The job centre is always on my neck and I am not good digitally. I need someone to help me even to update my Universal Credit account.'

So it was updated then and there, his CV was updated and uploaded so his work coach could see it, an action plan was created, and his options were explained.

After completing a First Aid course and a Health and Safety course, he applied for a vacancy in a warehouse. From being non-responsive, apathetic and resistant, Tommy is now motivated, hopeful for the future and appreciative.



Pecan helped
70 people
through
PTA

Of these,
25 got a job
and 25 got
qualifications



Pecan



**transforming lives
through kindness,
belief and hope**



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Registered Charity No. 801819

All names featured in testimonials have been changed

