

2025

Annual Report Our Impact



FOOD FOR PEOPLE IN CRISIS

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www.providedevon.org.uk



PROVIDING A RAPID RESPONSE TO CRISIS FOOD POVERTY IN PLYMOUTH

Plymouth is within the 20% most deprived local authority districts in England. Two areas fall with the most deprived 1% in England while 28 fall within the most deprived 10% in England, affecting around 46,000 people within the city. Just under 1 in 5 children are estimated to be living in poverty. (source plymouth.gov.uk)

**RESPONDING
24HRS A DAY
7 DAYS A WEEK
365 DAYS OF THE YEAR**

24



Regular
Volunteers



81 volunteering
hours per week



4,131 volunteering
hours this year

106

Referral
Agencies

2,399 referrals
received

5,205 people fed
(2060 children)

42,244

Kilogrammes of
food distributed

14,394 shopping
bags of food

78,075 meals
provided



The year in review

The aim of Provide Devon is the prevention and relief of poverty for the public benefit in Plymouth and surrounding area, through the provision of food parcels to people who are in financial need.

Provide Devon uses surplus food that is donated by businesses and other food donations from individuals and supplements these supplies through the purchase of fresh produce, to create nutritionally-balanced food parcels. Basic hygiene products can also be added to the parcels.



Reflecting on this past year, demand for Provides services has remained high. The charity has served on average 100 people a week. We continue to work with referral agencies, currently this number stands at 106 organisations, representing the growing number of people in crisis and seeking emergency food provision across the statutory and voluntary services provided in Plymouth.

CHILDREN AND FAMILIES SERVICES

394 REFERRALS

1,211 PEOPLE FED

HOUSING

924 REFERRALS

1,248 PEOPLE FED

ADULT SOCIAL CARE

351 REFERRALS

605 PEOPLE FED

EDUCATION

223 REFERRALS

924 PEOPLE FED





Relieving Hunger

Women's Services

174 REFERRALS
312 PEOPLE FED

Refugee Services

120 REFERRALS
392 PEOPLE FED

Other Services

92 REFERRALS
372 PEOPLE FED

Crime and Justice Services

121 REFERRALS
141 PEOPLE FED

Provide operates around the clock, seven days a week. Food parcels are typically prepared within 30 minutes of receiving referral, allowing agencies a swift response to people in crisis and facing immediate hunger.

Each food parcel contains enough provision to sustain a family for five to seven days. A significant proportion of fresh food is included, supplemented by tinned and other ambient items as available.

Provide received 2,399 referrals with 5,205 being fed. On average, the charity has packed 48 parcels a week, playing a vital role in supporting families and people in crisis across Plymouth.



What people say about us



I am writing to provide my feedback for Provide Devon, an independent emergency food service that plays a critical role in supporting families and individuals in need. Their prompt, compassionate, and comprehensive approach to addressing food insecurity has a profound impact, not just on the recipients of their services but also on the professionals, like myself, who rely on their support.

As a family support worker, I have witnessed first hand the significant difference Provide Devon makes in the lives of vulnerable families and individuals. Their responsiveness and efficiency allow me to address urgent needs quickly, ensuring that no one goes without essential food supplies during times of crisis. By alleviating this immediate stressor, they enable me to focus on providing other crucial support to the families I work with, enhancing the overall effectiveness of my role. As professionals, we heavily rely on Provide Devon to meet the urgent needs of the families we support. Their ability to respond promptly is invaluable.

For the recipients, Provide Devon offers more than just food, they provide hope and dignity. Families and individuals who may feel overwhelmed by their circumstances are met with kindness and respect, which can make all the difference in rebuilding confidence and resilience. Knowing that their basic needs are met gives them the stability to take steps toward improving their situations. Provide Devon's service stands out because they offer access to nutritional food items that would otherwise be unavailable through traditional food banks, such as cheese, eggs, fresh fruits, and vegetables. These essential items are vital for maintaining a balanced diet and are particularly important for families with children or individuals with specific dietary needs.

In addition, I firmly believe that Provide Devon is an invaluable asset to our city. Their service fills a critical gap, ensuring that no member of our community is left behind during challenging times. They not only meet immediate needs but also contribute to fostering a stronger, more compassionate community where people feel supported and cared for.

Thank you for your tireless efforts and dedication to making a difference.

Sincerely,

Family Support Worker, BCHA



Just wanted to say a heartfelt thank you to the Provide Devon team. Your amazing and compassionate service in providing a food parcel at such short notice truly made a difference. The kindness, empathy, and efficiency you showed are deeply appreciated. What a great service you provide, friendly, supportive, and full of heart.

Thank you for being there when it mattered most.

Family Practitioner, Adopt South West





What people say about us

I have used the service for a number of years. Firstly working in children's social care and working with vulnerable families, and later through my role with Devon mind working with adults with severe mental illness.

This service has been incredible for the people that we support.

Firstly the ease and efficiency is wonderful, there is always a same day response, and because we are able to come and collect on behalf of clients this enables them to receive the food parcel, most of the clients we support wouldn't be able to collect food parcels on foot, and as money is an issue wouldn't be able to afford public transport.

The quality and amount of food is always perfect and clients are always incredibly grateful for what they receive. Provide always try and meet peoples dietary requirements and needs which is really appreciated.

I have had many clients completely overwhelmed that at a time in need they are able to receive a wonderful food parcel like this.

Thank you so much for the work and dedication you have helped so many people in Plymouth.

Locality Manager – Plymouth



Just want to say a huge thank you for dropping the food parcel up today. Our client was so grateful it moved her to tears and asked us to pass on her heartfelt thanks to you.

Thank you also, as ever, from us here at the SARC. Your support makes such a huge impact to our clients, which was evident with our client today. She accessed our service at a time of real crisis, and having food to have in the fridge made a palpable difference to her wellbeing and mental health.

Lead Crisis Worker - Plymouth SARC.

Devon & Cornwall SARC
Sexual Assault Referral Centres



What people say about us



I just wanted to give you some feedback following use of your service.

Working directly with people and families in their homes gives us a real insight of their needs. Your service is invaluable for those in crisis, some of which have been too proud to ask for help, so go cold and without food.

I have been so impressed with the service as a whole; the quickness of a reply after submitting the application form, the food being ready and waiting, the warm and friendly greeting from the team, and the amount of food and variety of products is amazing.

One family I delivered a hamper to in January, they needed a helping hand as the husband had lost his job and they were waiting for benefits. They were overwhelmed by the amount of food, the mum had tears in her eyes and was so grateful. Her young son helped me with the carrier bags and was very thankful, he even said "it's like Christmas"

I delivered a hamper to someone yesterday who was going through a very difficult time, he was very low. He had been eating at friends houses as he didn't have any gas or food. Seeing the food and having the fuel bank vouchers really lifted his spirits – he said he felt too ashamed to ask for help, but now knows that people are happy to help, and was extremely grateful. It raised his hopes of getting better and has a brighter outlook.

Thank you all so much for all you do – you really do make a difference!

Energy Adviser – Plymouth Energy Community,



Provide Devon have been invaluable in their support of our clients who are on low income and sometimes no income at all until their benefits go into payment and they struggle significantly to meet all the necessary living costs which just continue to rise; the PD team always responds on a short notice and their dedicated team of volunteers are happy to deliver to our office which is very helpful. This process means that our clients who often have additional vulnerabilities and a language barrier and could have difficulties accessing a regular foodbank don't have that additional worry to contend with.

Co – Manager, Students and Refugees Together.



We'd like to thank all our donors for their generous support.

Acknowledgements

The Charity is eternally grateful for all of the support we receive from local businesses and the contributions from the public in and around our community.

With special thanks to

Cooperative Stores, Booker, Morrisons and Premier Foods (Ambrosia), Services Design Solution, YGrowers.

Our amazing Volunteers who give their time and commitment with heart and passion for others in need.

Our Board of Trustees for their guidance and unwavering support throughout the year.

To everyone who has donated, big or small, your help and support is truly valued

