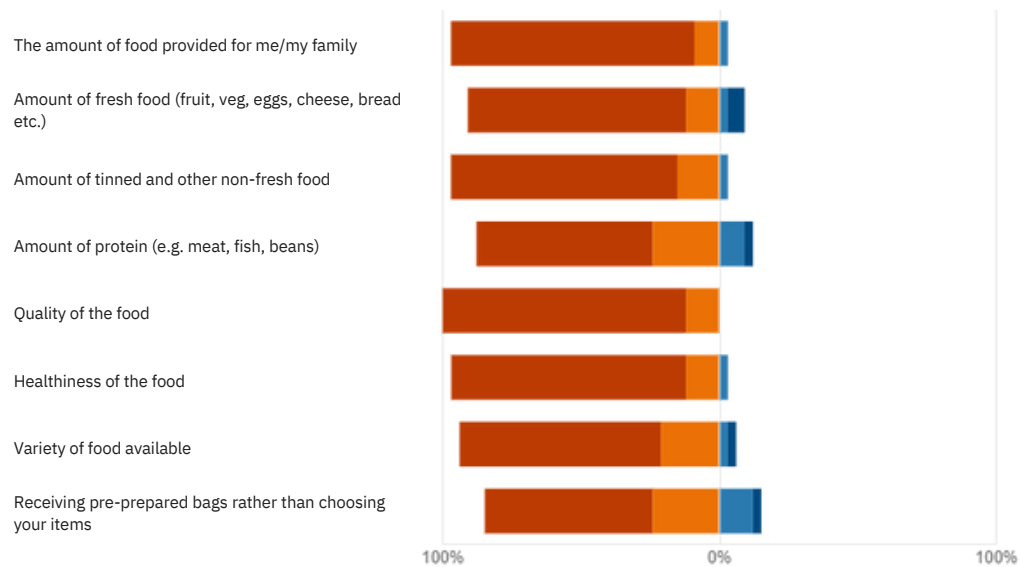


Foodbank user feedback survey



Please tell us how happy you are with the amount and quality of the food provided.

- Very Happy (provides all that I need)
- Somewhat happy (provides most of what I need)
- Somewhat unhappy (does not provide much of what I need)
- Very unhappy (does not provide what I need)








How much of the foodbank produce do you eat or use?

- Use all of it 21
- Use most of it 10
- Use some of it 2
- Use little of it 0







How do you travel to collect your food? (select the option that applies most of the time)

	I drive to the foodbank	14
	Someone else drives me to the foodbank	5
	I walk to the foodbank	8
	I take the bus to the foodbank	2
	Other	4







How long does it take you to travel to the foodbank (one way)

	0-5 minutes	14
	5-15 minutes	15
	15-30 minutes	2
	30+ minutes	2



How happy are you with the opening hours of the foodbank?

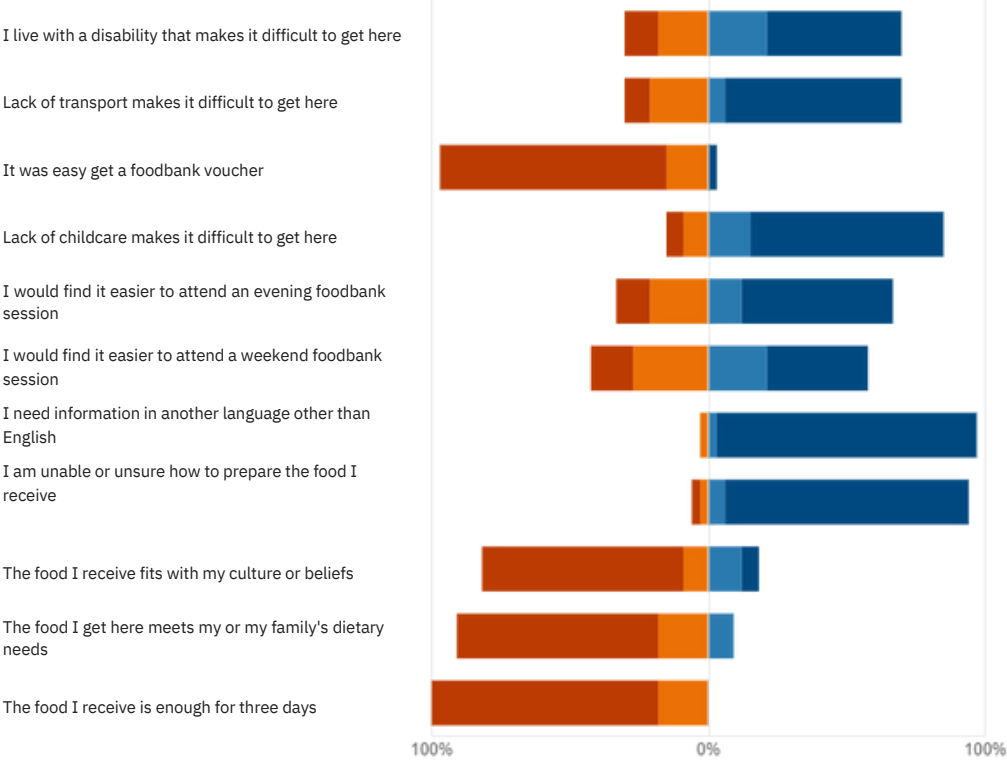
Sessions run on Wednesday, Thursday and Friday 10:00 - 12:00

	Very happy	24
	Somewhat happy	8
	Somewhat unhappy	1
	Very unhappy	0

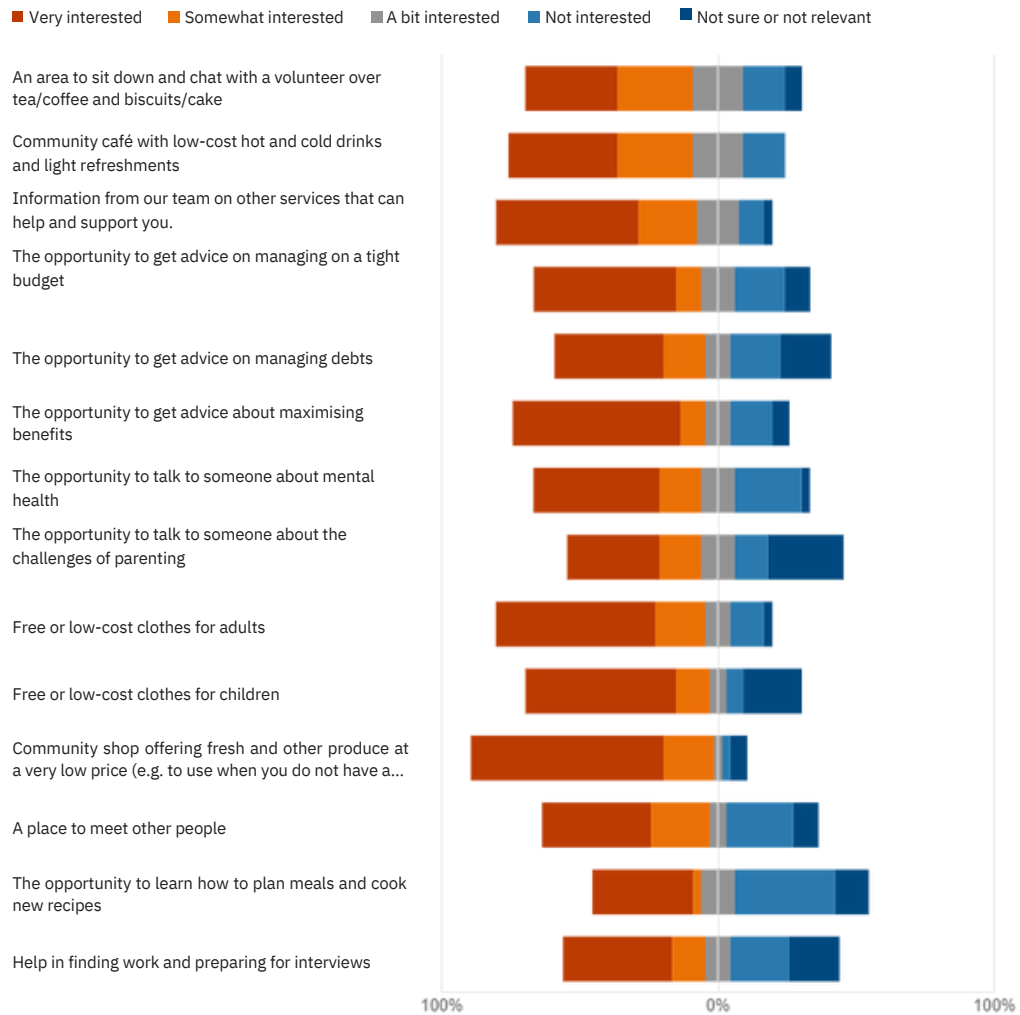


Please answer if you agree or disagree with the following

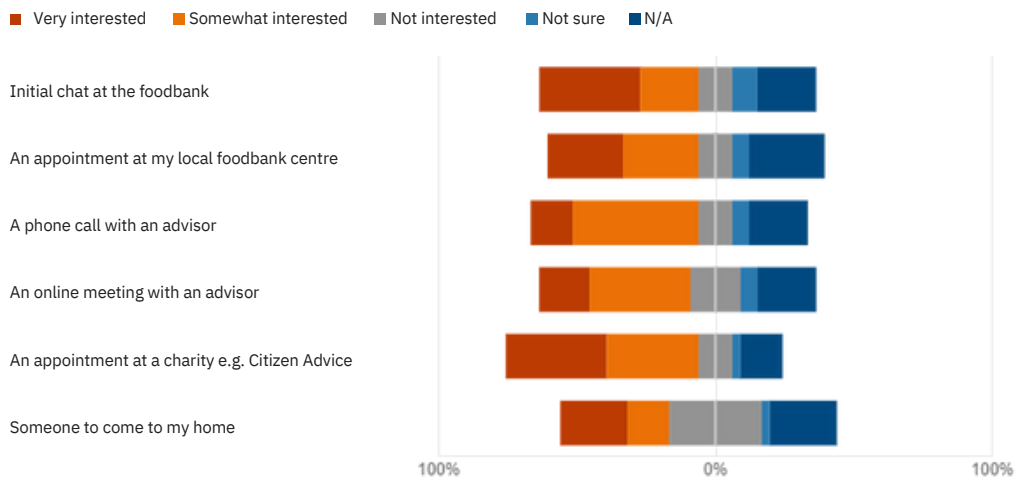
■ Strongly Agree
 ■ Somewhat Agree
 ■ Somewhat Disagree
 ■ Strongly Disagree



We are looking at how we can provide better support for our clients and want to understand if any of these might be helpful for you

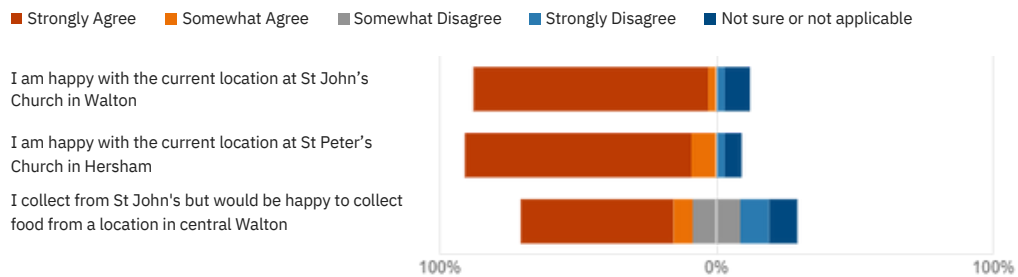


If you would like advice on budgeting or debt, how would you like this to happen?



At present your local foodbank distributes food from St. Peter’s Church in Hersham and from St. John’s Church in Walton.

We are exploring other areas where we could distribute food. Please let us know how you feel about the following locations.



Are you a primary carer for a child/children



General feedback...

“This is my first time coming to a food bank. I was very impressed with the service, the help, just everything I needed.”

“No improvements needed. The staff are friendly and well organised - I am happy just as it is.”

“The food we receive is enough for the week, with a couple of tins left over. This is great as it means we are needing less on the next visit.”

“The staff and volunteers at the food bank are very helpful and very respectful.”

“This is a wonderful service and we are very grateful for it, as we face a challenging month of reduced pay.”

Feedback on the food available...

“An option to swap items for more favourable ones would be ideal. This way, produce collected can be used by someone who enjoys it.”

“Let me choose xkg of food from each category”

“Have more frozen stuff.”

“Maybe set up a table where people can return what they don't eat or like. Less waste.”

“It would be nice, if possible, to be able to receive more washing detergent but that's not a negative on the supply on food.”

“I am so, so happy with the products received in my food bank parcel. Walton has an enormous variety available each week which honestly is so much help. Being a single mum and having all the bags pre-packed is a godsend! Before we had to unpack and repack each bag which was quite difficult for me with my health condition.”

Feedback on the opening times and locations...

“Sometimes the kids can be a handful in the morning, which makes getting to bank at a quieter time difficult. If it was open just an hour longer, it would make a massive difference.”

“Open in afternoon too.”

“Use local shops in the high street. There are so many vacant shops that this would be a great way to help the community.”