

IMPACT REPORT 2024



1,123

People supported with meals and wellbeing calls



164,254

Healthy meals cooked, packed and provided across Edinburgh



4,680

Wellbeing calls made to service users



459

People who received additional support and signposting



336

People who volunteered their time



53

Community lunches hosted in Granton



11

Long-term community partners



35,850kg

Surplus food turned into healthy meals

OUR SERVICE USERS



We know that poverty rarely occurs in isolation, and the people we support are often experiencing multiple challenges in their lives.

Of the 1,123 people we supported in the last year, we know that:

- **63%** were living with a mental health condition
- **60%** had experience of homelessness, rooflessness or poor housing
- **57%** were impacted by the cost of living crisis
- **45%** were living with a long-term physical disability or health condition
- **3%** of people had refugee or asylum seeker status

In October 2024, 11% of our current 300 service users responded to our annual service user survey. We asked our services users to rate the quality of our meals, the benefit to their health and wellbeing, and overall service.

100%

of respondents said they were either extremely satisfied or very satisfied with our service

94%

of respondents said meals had helped their health and wellbeing

91%

of respondents said they enjoyed our meals

KENNY'S STORY

Kenny* is a young person who was referred to us by his support worker. Kenny was not eating properly. His support worker was assisting him with buying and cooking food, but Kenny had no motivation to eat. Kenny later shared that he had experience of trauma and abuse, and had recently lost two close family members to suicide.

Kenny was already on the waiting list for a bereavement charity. Alongside meal support, we provided Kenny with contact information for mental health support and

put him in touch with a local peer-led bereavement support group which didn't have a waiting list.

A month later, Kenny sounded so much more upbeat. We extended meal support for an additional month. After this time, Kenny said he was feeling much better and had found a routine, so felt that he no longer required our service.



JOANNE'S STORY

Joanne* was a 19 year old single mother with an 8 month old baby. She was referred to us after she had moved out of a mother and baby supported unit to her own tenancy. Meal support was intended to give her one less thing to worry about as she and the baby settled into their new home.

We referred Joanne to Kids Love Clothes, and to the clothing bank in Granton. She was also happy to get some bedding and towels from the Granton clothing bank. We also provided signposting for financial advice and mental health support.



OUR VOLUNTEERS



“Getting out the house to come to Empty Kitchens Full Hearts has hugely improved my health, and also keeping my skills up to date with diving into spreadsheets.”



“Enjoying my time at Empty Kitchens Full Hearts. The Welcome Desk team are providing excellent training and support. Impressed with the procedures in place for the team to work in a consistent way. Everyone I've met has been friendly and welcoming.”

“The ethos/atmosphere at Empty Kitchens Full Hearts is wonderful - it is such a friendly and supportive place to be.”

Reasons why people volunteer with us:

1. To help people who receive our meals
2. For a sense of achievement
3. To support the organisation's goals
4. To feel part of our community
5. For the benefits to their health and wellbeing



OUR SUPPORTERS



We wanted to share our sincere thanks to the wonderful people and organisations who have supported us over the last 12 months. Your support has provided healthy meals to people who need them across Edinburgh.

Thank you to our incredible volunteers, who dedicate so much of their time and energy to Empty Kitchens Full Hearts. In the last year, more than 300 people have volunteered with us, across every stage of our service. We are so grateful for all that you do!

Thank you to our partners who contribute to such a strong community support network in Edinburgh. This includes the Hibernian Community Foundation, Bridgend Farmhouse, Pilton Community Health Project, Muirhouse Millenium Centre and Edinburgh City Mission.

Thank you to our individual giving donors, who made one-off or regular donations to Empty Kitchens Full Hearts in the last year. Special thanks also to our fundraisers, who have hosted events or taken part in challenges to raise money to support our work.

Thank you to the grants, foundations, suppliers and corporate supporters for their generous donations this year. These include:

- AEB Charitable Trust
- Arnold Clark Community Fund
- The Dragonfly Agency
- Edinburgh Trades Fund
- Garfield Weston
- Mazars Charitable Trust
- Miller Homes
- Morrisons Foundation
- Murray Foundation
- National Lottery
- Robertson Trust
- Skipton Charitable Foundation
- The Albert Hunt Trust
- The Stafford Trust
- The W M Mann Foundation
- UK Shared Prosperity Fund