

Baby Bank Impact Report 2026

Launched in September 2023, the COSS Baby Bank was established to support new mothers and their babies during the critical early weeks of life. The service provides families with essential items for up to 12 weeks, helping to alleviate financial hardship and ensure babies have access to the necessities they need to thrive.

Support packages include nappies, formula milk and toiletries. In addition clothing, toys, and larger items such as cots, buggies and other baby equipment is distributed whenever available. By providing these essentials, the Baby Bank helps families meet immediate needs while reducing the stress and anxiety often associated with financial insecurity.

Families are referred to the service by healthcare professionals and a range of partner organisations, ensuring support reaches those most in need.

In the past year, the Baby Bank distributed items worth **£14,865** to **264 service users**. This includes essential day to day items such as nappies, baby formula and toiletries as well as larger equipment including cots, prams, slings, sterilisers, high chairs and other equipment needed during the first 2 years of a child's life. Beyond meeting material needs, the service has delivered significant positive outcomes for parents and carers:

100% of families reported a reduction in stress levels.

100% reported an improvement in the bond they were able to form with their baby.

100% reported improved relationships within their family.

75% reported being better able to care for their own physical and emotional wellbeing.

60% of service users received support from a COSS adviser to ensure they were receiving the correct benefits.

These outcomes demonstrate that the Baby Bank provides more than essential supplies. By reducing financial pressures and ensuring babies' basic needs are met, the service enables parents to focus on their wellbeing, strengthen family relationships, and provide a more stable and nurturing environment for their children.

Our service users primarily come from the Calders and Wester Hailes, both of which are in the top 5% SIMD 2020 and Broomhouse which is top 12%.

Case Study: Supporting a Young Mother to Build Independence

Client H was referred to COSS by one of our charity partners. As a teenage mother experiencing both mental and physical health challenges, she was facing significant difficulties adjusting to life with a new baby. Her situation was compounded by being housed in an isolated location with limited public transport links and no nearby shops or essential services, making it difficult to access basic necessities for herself and her child.

Through the **COSS Baby Bank**, Client H received a range of essential items, including nappies, formula milk, and toiletries over a twelve-week period. Recognising her particularly vulnerable circumstances, our volunteers extended this support for several additional weeks to ensure she and her baby had continued access to essential supplies during a critical time.

In addition to these basic necessities, Client H received clothing, shoes, bedding, and baby equipment, helping to reduce financial pressure and ensure her child's immediate needs were met.

Alongside practical support, Client H met with a COSS Advice Worker who carried out a benefits review and assisted her in applying for the financial support to which she was entitled. This intervention helped to stabilise her income and improve her financial security.

With her benefits in place and the reassurance that her baby's basic needs were being met, Client H was able to focus on developing the confidence and skills needed to manage independently. The combination of practical assistance and personalised advice provided a foundation from which she could move forward.

Although she knew ongoing support remained available if needed, Client H quickly gained the stability and confidence to manage without further assistance. This case demonstrates how timely, holistic support can help vulnerable young parents overcome immediate crises, improve their financial resilience, and build lasting independence.

Case Study: Supporting a New Mother and Baby During a Time of Crisis

Client B was referred to COSS by her health visitor after leaving an abusive relationship and being rehoused locally with her young baby. At the time of referral, she was experiencing significant anxiety and had limited support around her.

Through the support of the baby bank, Client B received essential baby items to help her settle into her new home and provide for her child. Recognising the wider challenges she was facing, volunteers also provided emergency food parcels and supported her to access a Pantry membership as soon as a place became available.

Additional support was provided through fuel vouchers from the Fuelbank Foundation and essential household items from the Big House Multibank, helping to ease financial pressures and create greater stability for the family.

The COSS team has continued to maintain contact with Client B, offering ongoing reassurance and practical support to ensure that both she and her baby have the resources they need to thrive. This holistic approach has helped her rebuild confidence, strengthen her support network, and move forward during a challenging period of transition.