

1.1 Pantry Membership (Revised 2021)

Improvement Project Title Community Pantries
Executive Sponsor Derek McGowan
Project Lead Name: Samantha Leys Job Role & Organisation: Development Manager, CFINE Email Address: Sleys@cfine.org
Aim statement Increase the number of people using community pantries by 20% by 2023
Link to Local Outcome Improvement Plan The project sits under stretch outcome 1: No one will suffer due to poverty by 2026 The driver directly linked to this project is: <i>1.1 Mitigating the causes of immediate and acute poverty.</i> Related drivers include: <i>1.3 Supporting vulnerable and disadvantaged people, families and groups</i> <i>1.4 Poverty affecting those with protected characteristics and in specific communities.</i>
Link to Locality Plans There are community ideas for improvement from the North, Central & South Locality Plans aligned to this project.
Why this is important and issues with the current system? Food poverty has become an increasing issue across the country in the last few years, and it is estimated that 21.5% of children in Aberdeen City are living in poverty (below 60% of median income after housing costs). 'Making sure no-one goes without food due to poverty' was the second highest ranking issue in the CPA Values Simulator exercise carried out in March 2021 and food poverty features in all 3 Locality Plans. In March 2020, 6.4% of City Voice respondents reported that, because of lack of money or other resources, they were hungry but did not eat. In the period April 2018 to September 2019, 30,448 food parcels were distributed from independent food banks (not including Trussell Trust) in Aberdeen City and Aberdeenshire. This is an increase from 27,062 parcels in April 2017 to September 2018. Across Scotland the impact of COVID-19 has had a significant impact on food security. Research from the Independent Food Aid Network identified an 113% increase in independent emergency food parcel distribution by independent foodbanks in Scotland from February to July 2020. As of 3 December 2020, of the 21,100 Aberdeen residents who called the COVID-19 crisis line, 5,076 calls required food assistance with 91% of those resulting from unavailable funds. 5 Relative low-income is defined as a family in low income before housing costs (BHC) in the reference year. A family must have

claimed one or more of Universal Credit, Tax Credits or Housing Benefit at any point in the year to be classed as low income in these statistics.

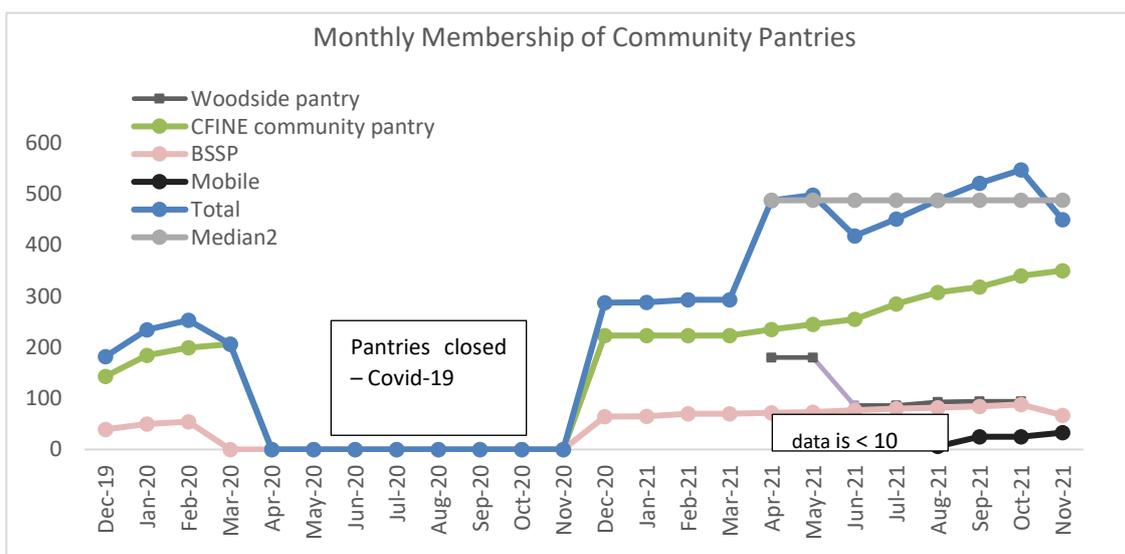
In the period March 2020 to February 2021, funding totalling £737,859 was awarded to a range of organisations in Aberdeen for food provision in relation COVID-19. This helped support 29,447 people including 10,762 children and young people. The support included 1,327,608 meals, 33,254 food parcels, 15,250 fruit packs and 2,149 supermarket vouchers.

The change ideas are focused on mitigating food poverty through increased membership of community pantries as pantries aim to offer dignity and choice rather than the foodbank offer of crisis provision. The change ideas are focused on increasing access to pantries through a mobile pantry and also testing systems which support the reduction of stigma that can be associated with food support and also referrals to the pantries for other organisations who are working with vulnerable, low-income families and individuals and ex-Offenders.

Pantries offer those on a low income and those recovering from crisis the opportunity to purchase a range of foods by paying a membership and a low fee every shop. Community pantries are run by a small team made up by staff members and volunteers who offer beneficiaries wrap around support by advising on nutritious recipes and signposting to financial support including budgeting.

Quite simply a pantry is a hand up and not a handout, a community pantry is not a food bank or crisis provision it encourages communities to come together to provide support, reduce food waste and provide a lifeline especially to those socially isolated.

Below is the monthly membership of the current community pantries since 2019. In light of the impact of covid-19 on membership of pantries and as the pantries were closed between April 2020 and November 2020, the baseline for the charter will be taken from membership as at April 21, the beginning of this financial year. Therefore, the baseline of total membership is 487. A 20% increase of this number is an additional 97 members, with an aim of a total of 584 members by March 2023.



Measures**• Outcome measures**

- Numbers of people using community pantries (baseline 487 – aim 584)
- % of people sustaining pantry membership

• Process measures

- Number of members accessing CFINE, Best Start and Smile pantry & Woodside pantry
- Number of members accessing mobile pantry
- Number of call & collect food bank users moved onto pantry membership
- Number of volunteers used to manage and run all aspects of the pantry including serving customers, stock management and general duties
- Number of people accessing the call & collect food bank
- Number of organisations referring people to food pantries
- No of referrals to food pantries
- % of people referred becoming food pantry members

• Balancing measures

- No. of days food pantry closed due to food shortages
- No of members unable to access the service due to either being in insolation due to Covid restrictions or fear and anxiety of venturing back outdoors
- No. of pantry members leaving as no longer require the service.

Change ideas

- Test a call & collect food bank system for beneficiaries to become pantry members, to provide a more dignified, sustainable way of accessing food?
- Test supporting volunteers to run pantry, to extend the concept of community ownership (North Locality Plan)
- Test a booking system used to book slots for pantry shop to ensure people feel safe using the pantry and to remove stigma (North Locality Plan)
- Test a mobile pantry to increase access to pantries across priority areas?

Location/Test Group

North, Central and South areas – Call & Collect operates from CFINE main office in Aberdeen. Mobile pantry operates from various locations all over the city
Vulnerable, low-income families and individuals and communities, Ex-Offenders

Resources

Development workers, Volunteers, Beneficiaries, partners in the community, Funding for food pantry development

Potential risks and/or barriers to success & actions to address these

- Food shortages from FareShare UK though we have been in continual talks to make sure that these issues are addressed
- Making sure that no one is left without sometimes means that we must buy food ourselves – this is not sustainable
- Since the pandemic struck and right up and until the present there are many pantry members who are simply too frightened or anxious to leave their own home in order to come back and shop. There has recently been some work

around identifying those who have not been attending to make sure that if the issues are around that of fear, then measures and strategies are put in place to address these.

- The shortage of haulage drivers and those who work within the food distribution industry has had and will have a knock-on effect on food reaching people

Project Team

Sam Leys - CFINE

Nicky Mckay – CFINE

Nicola Hird - CFINE

Claire Whyte – Fersands

Lyndsay Johnston – (North Community Connector Identified)

Beth Robertson – (South Community Connector)

Linda Presslie – (Central Community Connector Identified)

Emma Williams – NHS, Advanced Public Health Practitioner

Martin Carle – Sustainable Food Places Aberdeen Coordinator

Eilidh Smith – HMP, Peterhead, Head of Offender Outcomes (TBC)

Angela Kazmierczak - Financial Inclusion Team Leader, ACC (TBC)

Community Ideas for Improvement Evaluation/Status

Community Ideas for Improvement	Evaluation Rationale
North	Community connector identified, and on Project Team discussion to take place to explore further promotion/delivery of mobile pantry/other solutions to tackle food poverty
Ensure that services are more joined up and wrap around the whole family/person.	Cohesive partnership working within community to ensure that services are more joined up and wrap around the whole family/person. Liaising with Children’s 1 st on whole Family Approach.
Increase volunteer involvement in community pantries to reduce poverty and stigma.	Aligns with existing change ideas. Volunteer recruitment from priority areas ongoing
Support families beyond crisis support, i.e., budgeting; cooking skills, etc.	Aim of project is to support families moving from crisis support into food pantry members. Food pantries aim to offer dignity and choice rather than the foodbank offer of crisis provision. Budgeting and cooking skills are offered by CFIne and pantry members are signposted to these supports.
Use community pantries as a way to break down barriers around poverty and stigma.	Aligns to the aim of the project, with food pantries aiming to offer dignity and choice rather than the foodbank offer of crisis provision. We now have 3 pantries and a Mobile pantry now established to reach those areas where a food pantry is not yet established. Change ideas are being tested to remove any stigma from being a food pantry member. A commitment has been made to open 4 new pantries and the 3 Localities across the city will

	be involved in identify where these are most needed and a location.	
Learn from Best Start in Life pantry – opportunity to test in North	This has been tested within Danestone Community Centre and has been received well.	
South	Community connector identified, discussion to take place to explore further promotion/delivery of mobile pantry/other solutions to tackle food poverty.	
Sustain and develop Torry Food pantry	Discussions ongoing identifying new location, community involved.	
Support the provision of mobile food pantries with a possibility to extend to other areas of the locality	Mobile pantry now established and discussion with communities to identify areas of need.	
Central	Community connector identified, discussion to take place to explore further promotion/delivery of mobile pantry/other solutions to tackle food poverty.	
Create sustainable food provision through use of community pantries	Utilising surplus food through FareShare and redistributing this through community pantries. A commitment has been made to open 4 new pantries and the 3 Localities across the city will be involved in identify where these are most needed and a location.	
Delivery of 'The Pantry' with CFINE model	This project is now underway. Mobile pantry underway	
Tillydrone Foodbank	Ongoing support to Tillydrone community campus	
Outline Project Plan		
Project Stage	Actions	Timescale
Getting Started (Project Score 1-3)	<ul style="list-style-type: none"> • Woodside Pantry established. • CFINE pantry established • BSSP • Initial project charter approved by CPA board 	<p>March 2019</p> <p>September 2019</p> <p>October 2019</p> <p>December 2019</p>
Designing and Testing Changes (Project Score 4-7)	<ul style="list-style-type: none"> • Design & implement booking systems for both pantry and call & collect • Establish mobile pantry by engaging with partners in the community and promoting the service • Continual training of volunteers in the 	<p>March 2021 - ongoing</p> <p>August 2021 - Ongoing</p> <p>June 2019</p>

	<p>pantry on service, booking system and supporting beneficiaries</p> <ul style="list-style-type: none"> • Continual review and analysis of data produced from pantry use and booking systems • Updated charter submitted for approval 	<p>Ongoing – feeds into monthly update</p> <p>By December 14th</p>
<p>Implementing and sustaining changes that demonstrate improvement (Project Score 7-10)</p>	<ul style="list-style-type: none"> • Review data and implement changes to improve systems whether this be the booking system in the pantry or call & collect • Review and implement change based on beneficiary feedback 	<p>Ongoing</p> <p>Ongoing – change and adapt</p>
<p>Spreading Changes (Project Score 9-10)</p>	<ul style="list-style-type: none"> • A commitment has been made to open 4 new pantries. 	<p>By March 2023</p>