

## Food project notes - 21.04.20

### Attendance

- Jen Kerr (JK) – CVS Falkirk
- Scott Malcolm (SM) – CVS Falkirk
- Mark Meechan (MM) – Falkirk Council
- Jennifer Anderson (JA) – Roots
- Iain Goodall (IG) – Camelon Community Hub
- Gilly McWhirter (GM) – Boness Community Response
- Rhonda Archibald (RA) – NHS Forth Valley
- Claire Mackie (CM) - Community Pavilion
- Angela Bradley (AB) – Kersiebank Community Project
- Michelle Ingram (MI) – Falkirk Responders

### Older people

- **Confusion about Support For People line and who is able to get food deliveries**
- **Confusion about what category they are in**
- Scale up deliveries – **go to a person's house, service or volunteers to do the shopping online on their behalf and then get Supermarkets to deliver**
- People not understanding the offer
- Like to receive newspapers

### General

- Lots of scams going around making people wary
- **A sheet which explains categories of help offered and how you access**
- Out of all the shielding letters there have been 35 responses from people requiring help
- Parcels do not have correct foods in it, **could be better so that a meal can be made**
- **Clearer way to direct people to the right support**
- Consider family sizes – that may be why people making multiple requests
- **Training and support for food safety**
- Where did the idea for cooked food come from? – no money for power, too ill to cook – what is the purpose? IG explained it uses food that is going out of date, requires less food per portion. Is there a demand? Not really, it is to use up the food waste. Iain saying there are needs within the community but mainly to use up food surplus.
- Tinned meats not available on Fare Share – **can this be changed?**
- Premade meals from businesses shouldn't be about propping up business, its more about providing food to those in need – **JK going to tell businesses this service is not required**
- Could CVS Falkirk or Falkirk Council access the supply chain earlier to get stocks which are in short supply? Falkirk Council are aware of shortages and have accessed funding to get more from ASDA



- MM will order things and store for foodbanks on behalf of organisations if required
- PPE Hub by Health and Social Care Partnership – with regards to need, HSCP will be following official guidance (evidence required) – ***How are people deciding what PPE to provide or when to use it? – guidance is available – people do have processes in place for this***

### Demand

- Demand seems to be peaks and troughs – how will demand be in a few months' time? – Camelon Community Hub suggests that people are more interested in ordering the food they want rather than receiving food parcels which contains foods they don't want (also supermarkets have their guidelines in place now which might effect it)
- People asking food providers to top up items they could not order online
- People going to multiple foodbanks – trying to get multiple parcels (mental health issues – some feel anxious about being able to get food)
- Providing 7-day parcels difficult because when food that they actually like runs out they then phone for another parcels (Camelon Community Hub find 5 days parcels easier/more appropriate)
- ***Will people still need support after Lockdown is over? Will the need for services still be required?***
- JK expects there will be more demand for food after Covid-19 Lockdown

### CVS Falkirk

- £70k funding for 3<sup>rd</sup> sector – Survey what tins or foods etc are required or wanted
- Volunteer expenses fund opening next week managed by CVS – can be backdated
- Community Support fund for overheads, not food
- ***Action for SM: Take my spreadsheet and input into gillies and then contact the ones that need updated and advertise the zoom forum and Facebook page – In progress (send update to Gilly)***
- ***Send letter for keyworkers to Claire Mackie – To do***
- ***Action for SM: Set up meetings for Monday and 9.30 – Complete***

### Boness Storehouse

- 3 days a week, 8 parcels a day
- Some duplication but are trying to map that
- They now speak to the person who has made the self-referral and send top up food packs
- Doing a large leaflet drop, advertising food pantry, promoting people supporting their communities but used covid-19 procedures to ensure this activity completed safely

### Roots

- Try to provide foods which create meals
- Might need to open more or on different days
- Clientele starting to change
- ***Going to contact M and S Falkirk (Neighbourly)***
- Just had a referral from someone who has moved into a new house and has no appliances and they are not open today

### Community Pavilion

- Around 40 parcels per week
- Getting busier and starting to see returning customers (covering Braes area also)
- noticing people with sanctions are applying for food – ***SG sanctions banned for 12 weeks? (MM)***
- Single parent needed cooked meals as they had no electricity
- Have noticed that some premade meals are not suitable for older people
- Haven't thought about expenses for volunteers – volunteers could claim and donate back and you could also claim gift aid. This means you can apply for funding for expenses and if volunteers donate back after you've given them out then that up to the volunteer. Better for accounting.

### Falkirk Responders

- ***If anyone has any risk assessment templates or process example could they send to MI at michellelouiseingram@gmail.com***

### Kersiebank

- 5 a day daily parcels and 60 weekly parcels
- Having to provide cooked meals for someone who has no electrical items and so can't cook and for others who have no electricity left to be able to cook
- Can't get enough tins for food parcels so they are mixing food parcels with cooked meals

### Camelon Community Hub

- Rise in self-employed people applying for food parcels and elderly
- Clientele starting to change
- People using all of their savings before they ask for help
- Wanting to do a leaflet drop
- Also noticed that people are approaching them for cooked meals as they have no electricity, no appliances, newly moved in so don't have anything to cook with
- People are cleaning houses and coming across extra appliances – is this an untapped resource?

### Falkirk Food Resourcing Facebook Page

- Michelle says it is working well if you go on it regularly
- Proactive works better than the Facebook page for most

### NHS Forth Valley

- Training available for health protection and procedures for food orgs during Covid-19 pandemic