

Passionate about pantries

GOOD FOOD PANTRY

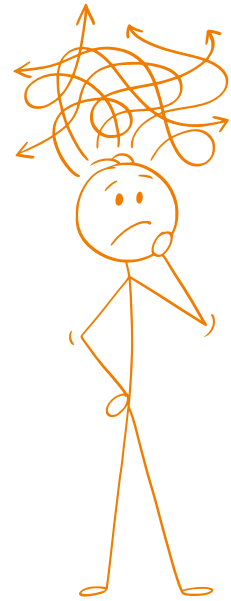
Toolkit

**GOOD
FOOD**
BARNSELEY
PARTNERSHIP



What is a food pantry?

A food pantry is a place that sells heavily discounted, quality food items to members of the local community. Pantries don't make a profit. Money from sales is used to cover the cost of buying food and running costs such as electricity and water.



Why are food pantries a great idea?

The food ladder is a great way of visualising the 'rungs' between different ways of accessing food. If the gap between rungs is too big, people can find themselves relying on crisis services like food banks when they don't have a lot of money. More rungs mean more ways to avoid crisis!

It can be hard to feel dignified or positive if you have to rely on pre-packed foodbank packs. While foodbanks provide an important service for people in crisis, being able to choose food that you like to eat helps people feel more positive. Pantries help do this!

Food suppliers recommended by GoodFood Pantries offer surplus food that might otherwise go to landfill. As pantry prices are much lower than the retail value of the food items, it means pantry members make big savings on their food bill, while helping to reduce food waste.



Why a GoodFood Pantry?

Becoming a GoodFood Pantry means you can access support and assistance from Barnsley Council to set up your pantry. As all GoodFood Pantries use the same branding, membership model, and policies, it means members will enjoy the same great GoodFood Pantry experience at all branches.

GoodFood Pantry – our offer to you

By becoming a GoodFood Pantry member, we will:

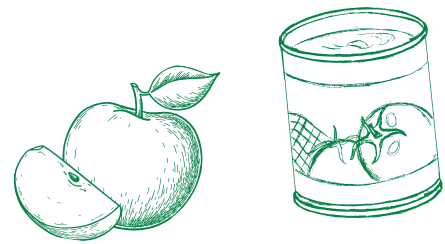
- Provide you with this tool kit of documents to help you to set up and run a GoodFood Pantry
- Supply GoodFood Pantry branded signage
- Provide financial support to help you to set up and run your GoodFood Pantry
- Support you to access food for your GoodFood Pantry
- Offer ongoing support from our Healthy Food staff
- Provide you with Information about other services to share with your members

What we ask of you in return:

- To operate your GoodFood Pantry in accordance with our GoodFood Pantry Code of Guidance
- Open your GoodFood Pantry at least one day each week
- Adhere to the GoodFood Pantry policies and procedures in this toolkit
- That's it!

1. How do I set up a GoodFood Pantry?

Here's what you need to get started:



A suitable venue

- Ideally a pantry needs its own self-contained space which can be secured if within a bigger building, with some additional storage for stock.
- A dedicated space of between five and ten square metres for trading, with some additional room for storage.
- It is important to keep running costs as low as possible, so a room in a community centre or faith-based venue usually works best, where you will only pay a share of the bills, or you may not have to pay anything.

Fixtures and fittings:

- Your pantry will need suitable shelving or racking to display food. Along with a table or counter and a cash register or cash tin to take payments. Racking may need to be secured to the wall to make sure it can't be pulled over by customers.
- Fridge and / or freezer – if you intend to supply chilled or frozen produce.

Volunteers

You will need enough volunteers to run your pantry, and undertake the following tasks:

- Serving customers – skills: confident with people, cash handling
- Replenishing the shelves – skills: manual handling
- Monitoring stock levels / placing orders – Skills: good administration skills
- Treasurer / finance lead – skills: financial and money management

The Volunteer Centre at Barnsley CVS offers advice and support to help develop non-profit-making organisations and charities wishing to include volunteers in the work they do. Barnsley CVS can help with all aspects of working with volunteers within a setting, ensuring best practice is followed, offering advice and guidance on everything volunteering.

If your pantry is looking to recruit more volunteers, then you can register your organisation with them and submit volunteer opportunities for people to apply for. You can either visit the Barnsley CVS website barnsleycvs.org.uk/volunteering/we-need-volunteers, call 01226 812183 or email volunteer@barnsleycvs.org.uk.

Food

You will need to decide what types of food your pantry will stock.

Ambient and fresh produce can be stored on shelves or racking:

- Ambient – these are items that you can store for a long period safely at room temperature. Such as tins, packets and jars.
- Fresh – these are items that can be stored at for a short time at room temperature but will spoil quickly. This includes things like bread, fruit or vegetables.

Items that need to be kept cold or frozen will need a properly maintained fridge or freezer and permanent power supply:

- Chilled – these are items that must be stored in a refrigerator, including milk, cheese or butter.
- Frozen – frozen foods are marked with the time they can be safely stored in a freezer using the 'star' system.



2. How do I run a Good Food Pantry?

Great – you've got your venue, recruited your volunteers and thought about what types of food you are going to supply, so...how do you run a food pantry?

The next section of the toolkit contains all the information you will need to run a successful pantry. You can either download a copy of each of the documents to your computer to keep a digital copy or print a version to create your own paper handbook.

1. GoodFood Pantry – Code of Guidance
2. GoodFood Pantry – Branding and Communications
3. GoodFood Pantry - Membership model
4. Creating financial sustainability
5. Food Supply
6. Health and safety requirements
7. Food hygiene and food safety
8. Administration (including managing personal data)
9. Health and wellbeing
10. Frequently asked questions

If you are interested in setting up a GoodFood Pantry in your local community, please contact the team for an informal chat and to request an application form by emailing

goodfoodpartnership@barnsley.gov.uk.



Mission Statement

GoodFood Pantry's will provide a sustainable and affordable food offer to local communities, working towards the objective of improving access to good food for everyone.

Values

In the spirit of the partnership between the council and GoodFood Pantry's, Pantry providers are invited to embrace the councils core values, which are:

We're a Team – we all work towards the same goal – to make Barnsley a better place for the people who live, work and visit here.

We're Honest – we always say what we mean. Most of all we're reliable, fair and true.

We'll be Excellent – we work really hard to provide the best quality and value for money for the people of Barnsley. Only our best is good enough.

We're Proud – we're dedicated to making Barnsley a better place. We take pride in our work.

GoodFood Pantry Delivery

GoodFood Pantry's will operate on a 'not for profit' basis and aim to open on at least one occasion every week. Pantry volunteers and members will abide by, and uphold the principles of this code of guidance and all policies within the GoodFood Pantry toolkit to ensure everyone receives a good quality, consistent and inclusive service

Equality, Diversity and Inclusion

Volunteers and members will be treated with dignity and respect, and all GoodFood Pantry's will strive to embrace and respect diversity. Pantry providers will eliminate discrimination in the planning and delivery of their Pantry in terms of the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

Protecting data

The personal data of volunteers and members can be a valuable commodity to those who would seek to use it for financial gain. Pantry's will ensure that information collected by the Pantry is appropriate, legally obtained, used, retained and disposed of and in accordance with prevailing legislation and best practice.

Legislation

Legislative documents related to this policy are:

General Data Protection Act 2018.

UK GDPR Act 2020.

Equality Act 2010

Non-compliance

By accepting funding from Barnsley Council to establish a GoodFood Pantry, providers agree to abide by this Code of Guidance, and to operate in accordance with the policies included in this toolkit. Any provider found not to be complying with this requirement agrees to return all signage and branded items to Barnsley Council

Barnsley Council reserves the right to withdraw support to any funded pantry found to be not operating within the terms of the GoodFood Pantry Code of Guidance and GoodFood Pantry toolkit. This may include the recovery of funds, signage and other branded items.

Why have a brand?

We are proud of the GoodFood Pantry network, and we want you to be too. Maintaining a consistent brand helps people to easily recognise and identify all GoodFood Pantry's. By using the branding alongside our communications approach, it ensures that all GoodFood Pantry's maintain the same high standard in appearance both in the pantry, and on any media you share.

GoodFood Pantry branding

By joining the GoodFood Pantry network, you are agreeing to adhere to the use of the GoodFood Pantry branding. We will supply you with electronic versions of the GoodFood Pantry logo for your individual pantry. This must be used on any official documentation or correspondence you develop and use in your pantry. The logo must be used in the correct format as it is supplied, and must not be changed either in colour or style, although it may be used in black and white for reproduction on monotone documents. We will also supply you with signage, banners and other branded materials for you to use in your pantry.

Communications

'Communications' refers to any material or social media you use to promote your Pantry. It is important that you consistently use the GoodFood Pantry logo on all your promotional material, and ensure that any media, including social media posts adhere to the values set out in the Code of Guidance document.

Social Media

Social media is a website or app that helps you create and share content and communicate with others. Social media platforms include Facebook, Twitter, Instagram, TikTok, Snapchat, WhatsApp, LinkedIn, YouTube, Flickr, Nextdoor and others. This list is not exhaustive and consists of any platform, website and application that focuses on communication, community-based input, interaction, content-sharing and collaboration.

When posting and commenting in relation to the GoodFood Pantry on digital channels, your integrity is displayed for people to see, so be ethical, respectful, truthful, and decent. Anything you publish should be true, not misleading, and all claims must be substantiated and approved.

As a member of the GoodFood Pantry network, you must adopt the GoodFood Pantry membership model, this is:

1. Membership is limited to people living within the broad geographical area of the Pantry. This ensures the Pantry becomes a community asset for local people and prevents people becoming members of multiple pantries.
2. Membership is monitored by each pantry ensuring supply and demand is manageable. This ensures your pantry has enough food to meet demand from all members. We would expect all Good Food Pantry's to be able to support a minimum of 10 people per week.
3. Membership fees must be set with the aim of the pantry becoming self-sustaining and should take into account running costs. These should be between £3 and £7 per week or per shop for no less than 10 items and should represent value for money. The price set can be reviewed after six months and revised if necessary. You may reduce the weekly price, but it should not be raised to more than £7 per week. Pantries must ensure that the price levied to members only generates sufficient income to cover the cost of food and operational overheads. It cannot generate a profit, as this will breach both the agreement with Barnsley Council, and potentially with your food provider. It is important for all Good Food Pantry's to have a consistent and similar offer.
4. Memberships should be regularly reviewed with those who no longer attend being removed from the membership list, freeing the space for someone else. Pantries will maintain a waiting list for people who want to become a member in future. Former members are able to reapply to join, and can be added to the waiting list, or immediately rejoin if there is the capacity.
5. Pantries should have consistent opening times and should open a minimum of once per week. Any changes to opening times should be communicated to goodfoodpartnership@barnsley.gov.uk so that these can be amended on the Eat Good Feel Good Barnsley interactive food map at barnsley.gov.uk/services/health-and-wellbeing/healthy-living/eat-good-feel-good.

Financially sustainable means that there is enough money coming in to meet all the one-off and recurrent costs. It is important to check your pantry can be financially sustainable before you begin, and the council will check your completed income and expenditure assessment before issuing your grant.

Some important things to remember:

Income:

- You must stick to the charges set out in the Membership Model document – the purpose of GoodFood Pantry's is to provide good food at a low cost; if your costs exceed the income you will receive from sales, please review your outgoings to decide if these can be reduced.
- You can fund raise to supplement the income you raise from sales, but as fund raising cannot be relied upon, it is advised you use fund raising for one off costs, like the purchase of equipment and not for recurrent costs like rent or energy bills.

Outgoings:

- Your biggest outgoings will be for food and accommodation costs. We have based the charges in the Membership Model on the purchase of food from our recommended retailers. This will provide you with sufficient income from members to purchase more food, along with a surplus to cover other costs. If these are not sufficient to meet these costs, you may need to reconsider whether you need to revise other elements of your pantry to make sure it can be financially sustainable.
- Accommodation costs include any rent, and your contribution to essential bills. We strongly recommend finding accommodation within a community or faith-based venue or similar, where you may only pay a contribution to rent and essential bills, and in some cases, you may not have to pay anything as your pantry may contribute to the wider services offered from the venue.

It is likely that renting a commercial premises will not be viable, as you will not be able to cover the costs of rent and bills with the income you can generate from sales within the required membership price range.

Whilst initial funding supplied is linked to the creation and launch of a Good Food Pantry, we encourage all providers to remain aware of any additional funding which may become available through different departments within Barnsley Council. This could offer opportunities to enhance your offer further.

Barnsley Council commissions South Yorkshire Funding Advice Bureau who can provide support to voluntary and community groups to find funding to support the work of the Pantry.

The principal purpose of the Good Food Pantry is to provide good quality food at a heavily discounted price, so it is very important that you select a food provider able to provide a sufficient quantity of quality food at a competitive price to supply your pantry.

Surplus produce, which is generated when too much of something is grown or manufactured can provide an ideal solution and divert this from landfill. There are a number of organisations that redistribute surplus food at a discounted price. These operate on either a subscription, or 'pay as you go' option. You may find a 'pay as you go' option useful when you first open your pantry, to help you work out how much food you need. A subscription may be useful once you are clear about your stock turnover, or you may prefer a mixture of subscription or 'pay as you go'.

You may source your food from any supplier able to provide quality food at a sufficiently discounted rate, but this must adhere to regulations relating to labelling, use by dates and allergies. For more information – please refer to the 'GoodFood Pantry – Food Hygiene and Food Safety document.

The following suppliers may be suitable for your pantry's needs:

Fareshare Yorkshire

Model: Subscription/membership

Type of food: Ambient/fresh (from surplus)

Website: <https://www.fareshareyorkshire.org/>

Fareshare Yorkshire is based in Wombwell, Barnsley. Members receive a regular supply of mixed ambient and/or fresh produce on a regular basis. Food is delivered directly by Fareshare. Food provided by Fareshare must not be sold for profit.

His Church Charity

Model: Pay as you go

Type of food: Ambient/chilled/frozen (from surplus)

Website: <https://www.hischurch.org.uk/>

His Church Charity is based in North East Lincolnshire and provides food in mixed pallets. These can be ordered on an ad-hoc basis and are delivered by a third-party courier. There is a charge for delivery. Food is provided in the name of Jesus Christ and must not be sold for profit.

Food Aware CIC

Model: Free (for surplus food) / Pay as you go (for food ordered from discount suppliers)

Type of Food: Ambient / Chilled / Frozen

Website: www.foodawarecic.org.uk

Food AWARE is a 'not for profit' social enterprise set up to find ways of redistributing surplus food from potential waste to human consumption or other environmentally friendly means of reuse. Contact them at info@foodawarecic.org.uk to discuss how they may be able to support you.

FareShare Go

FareShare Go provides charities and community groups with direct access to surplus food from local supermarkets, including Tesco, ASDA and Waitrose & Partners, wholesaler Booker, and restaurants KFC and Nando's.

The food is good quality food that can no longer be sold for a variety of reasons, such as damaged packaging or a short-shelf life. This doesn't have an impact on the standard or safety of the food items available. Food available often includes bread, eggs and fresh fruit. It will always be within its use by date and is perfectly good to eat.

Benefits of FareShare Go include:

- Direct regular access to supermarket and restaurant surplus food items
- No cost implications for your organisation
- Opportunities to build a relationship with your local supermarket and restaurant

For more information and to register please go to <https://fareshare.org.uk/getting-food/>

Ankose

Ankose broker discounted rates from food suppliers for affordable community food projects such as Good Food Pantries.

Suppliers that are approved by Barnsley Council can approach Ankose to place orders. More information can be found at <https://www.ankose.com/> or by contacting Colin.kiddell@ankose.co.uk.

Neighbourly – www.neighbourly.com

Bankuet – www.bankuet.co.uk

The Xcess Network – www.xcess.org.uk

In Kind Direct – www.inkinddirect.org.uk

Local growers – allotments and farms

Local businesses, shops and producers AKA Backdoor surplus

Food suppliers listed on this page are not endorsed by or affiliated to Barnsley Metropolitan Borough Council.

The Health and Safety at work Act 1974 is the primary piece of legislation covering occupational health and safety in Great Britain. In most cases, health and safety law does not apply where volunteering does not involve an employer, but the legislation does include some provision for 'not for profit' organisations and volunteers.

It is important that you familiarise yourself with all guidance and legislation that may impact upon your organisation, and ensure any volunteers understand their rights and responsibilities.

More information can be found on the Health and Safety Executive (HSE) website:

1. HSE - Health and Safety at Work etc Act 1974

<https://www.hse.gov.uk/legislation/hswa.htm>

2. HSE – Volunteering: Guidance for employers

<https://www.hse.gov.uk/voluntary/employer/other-sources.htm>

It is important that your GoodFood pantry follows legislation relating to food hygiene and food safety to ensure the food you stock and sell in your pantry is safe to eat.

It is your responsibility to ensure your pantry adheres to the relevant requirements, and you should familiarise yourself with the following legislation:

1. Food Standards Agency - General Food Law: <https://www.food.gov.uk/business-guidance/general-food-law#gb-legislation>

Food hygiene/food safety standards are overseen by the Food Standards Agency. Barnsley Councils Environmental Health Officers enforce these standards in their local food factories and food retail premises.

2. Food Standards Agency – General Food Law provisions:
<https://www.food.gov.uk/business-guidance/general-food-law#gb-legislation>

This legislation sets out the general principles regarding managing unsafe food, including that which has been 'recalled' by the manufacturer to ensure it does not enter the food chain. Food items may be recalled due to mislabelling of ingredients or use by dates, so it is very important you ensure you do not offer any recalled items for resale.

3. Food Standards Agency - Food Hygiene Legislation:
<https://www.food.gov.uk/business-guidance/general-food-law#food-hygiene-legislation>
<https://www.food.gov.uk/food-hygiene>
<https://www.food.gov.uk/business-guidance/safer-food-better-business-sfbb>

While you may not prepare fresh food in your pantry, it is important to make sure the pantry complies with legislation and best practice regarding maintaining a hygienic environment.

4. Food Standards Agency – Allergen Guidance: <https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses>

New legislation was introduced in the UK in 2021 to ensure all food items are properly labelled with all ingredients to avoid people with allergies inadvertently consuming produce that is dangerous to them. The legislation known as 'Natasha's Law'
Natasha's Law – <https://www.narf.org.uk/>

5. Barnsley Council – Environmental Services

It is important that you register as a food retailer with Barnsley Councils Environmental Services. To do this you must complete the registration form before opening your pantry. The form can be downloaded at:

<https://www.barnsley.gov.uk/media/17683/register-for-a-food-business.pdf>

6. Barnsley Council – Trading Standards

Trading Standards Officers can offer advice on product labelling including allergenic labelling. If you sell or give away any surplus food for animal feed you will also need to register with Trading Standards for this activity. You can request both by emailing tradingstandards@barnsley.gov.uk

7. Level 2 Food Hygiene – We request that, as a minimum, the lead volunteer during each pantry session holds their Level 2 Food Hygiene Certificate. Where required, funding against the completion of this requirement can be sought through the set up funding application.

8. Best before and use-by dates - It is important to understand best before and use-by dates on food labels to keep food safe and to help reduce food waste. Food may contain bacteria, and if stored for too long or at the wrong temperature can cause food poisoning. More information can be found at <https://www.food.gov.uk/safety-hygiene/best-before-and-use-by-dates>

Insurance for volunteer-led organisations is essential for protecting the group's assets, trustees, and volunteers against claims of negligence, injury, or property damage.

While not all insurance is a legal requirement, it is highly recommended to have coverage to manage risks associated with public interaction, events, and volunteer activities.

It is the responsibility of the group running the Good Food Pantry to ensure the correct levels of insurance are in place. As a guide the following is recommended.

Buildings and contents

Usually, the property owner is responsible for buildings and contents insurance. They should ensure that any new activity or use within the building is reflected and included in the buildings and contents insurance policy.

Public Liability Insurance

Public Liability Insurance, with an adequate limit of indemnity (normally at least £5 million), covers injury to customers or visitors and damage to third-party property arising from pantry activities.

Insurance for volunteers

Employers' Liability Insurance is required, as volunteers are treated as employees for insurance purposes. This cover protects volunteers in the event of injury or illness while carrying out duties.

Charity or non-profit organisation insurance policies are appropriate and typically combine Public Liability and Employers' Liability cover.

It is important that you keep proper records for your pantry, to ensure you can keep track of money, food and membership. These are likely to include (but are not limited to)

Finance:

- A bank account to hold any surplus funds and to pay invoices
- An income and expenditure balance sheet to keep account of how much money you make and spend, and how much is left for future purchases.
- Invoices for food and other items purchased.

Members:

- A paper or electronic system to record details of members.

There are laws that govern how you must handle personal data, and it is your responsibility to make sure you adhere to these when you collect and store personal details about members. Personal data which can identify someone can be valuable to criminals who seek to use it for improper gains, and there can be penalties to organisations who have not followed the rules for what is collected and how it is stored.

You can find more information about the UK General Data Protection Regulations on the Information Commissioners Office website: <https://ico.org.uk>.

A key ambition for Barnsley Council is that everyone is able to enjoy a life in good physical and mental health.

As well as providing good quality food at a discounted price, local pantries provide an ideal opportunity to support the health and wellbeing of residents. A pantry space is an ideal place to distribute information about local health and wellbeing programmes and activities.

As a member of the Good Food pantry network, you should:

- Work with the council to distribute information around local health and wellbeing initiatives, such as
 - More Money in Your Pocket – Help with the cost of living
<https://www.barnsley.gov.uk/MMIYP>
 - Healthy Start and Rose Voucher Schemes;
 - <https://www.healthystart.nhs.uk/frequently-asked-questions/applying-for-healthy-start-faqs/>
 - <https://www.livewellbarnsley.co.uk/directory/bmbc-free-fruit-and-veg-scheme-with-rose-vouchers/>
- Consider becoming a Breastfeeding Welcome Here site. This involves providing a welcoming atmosphere for breastfeeding families:
 - <https://www.barnsley.gov.uk/services/health-and-wellbeing/children-young-people-and-families/infant-feeding/>

1. Do I need to be a registered charity to open a GoodFood Pantry.

No – there is no need for your organisation to be registered as a charity, but GoodFood Pantry's must operate on a 'not for profit' basis.

2. Can I do my own fundraising to support our GoodFood Pantry?

Absolutely! We encourage all our funded pantries to raise funds to support their pantry. This may be for financial resources, or for food, although you must make sure any donated food adheres to the relevant food safety guidelines.

3. How do I find out more about setting up a GoodFood Pantry?

If you are interested in setting up a GoodFood Pantry in your local community, please contact Rachel Lancaster for an informal chat, and to request an application form. Rachel can be contacted by telephone at 07385 469222 or by email to goodfoodpartnership@barnsley.gov.uk