

Nurture, Nourish, Sustain



Making a difference The story so far

Year 1 - July 2022



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End of Year 1 Progress Report
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Making a difference, the story so far

More than food. Using food as a conduit to develop a sustainable community.

- Reducing food poverty
- Cook and eat sessions
- Improving health and wellbeing
- Nutritional support
- Reducing social isolation
- Increasing confidence
- Developing key life and employability skills
- Learning transferable skills e.g., digital, cookery, hospitality, budgeting
- Certification and training opportunities
- Volunteering and work placement opportunities

We faced uncertain times at the start of 2021, with the future of our food projects hanging in the balance due to funding changes. Knowing how many people rely on our services meant that we doubled our efforts to secure their future. Working together, our dedicated multidisciplinary team of staff and volunteers were able to secure funding. Our food, training and volunteering provision are safe for the foreseeable future.

The project has:

- helped to reduce food waste and help to fight food insecurity
- helped pantry members to try new foods and become more confident in food preparation;
- helped members to plan weekly meals, avoid expensive 'convenience' food and budget on a low income;
- increased social interaction, boosting confidence and get involved in the community.
- provided a place where people meet up each week giving them a reason to leave the house;
- provided more local people with other support and help at Intact as we refer them into other activities e.g., help with budgeting, cooking advice, volunteering opportunities, referral into other external services e.g., advice and guidance.

Our community

Impact meetings

We hold weekly impact meetings, which involves staff across the whole organisation and different projects. This enables us to gain a picture of the stories and journey our service users taken, as many access more than one service. We can identify how to develop and enhance develop whilst gathering meaningful and quality data.

Social Media

The online Facebook group now renamed Whitby's Food Hub, regularly has new followers with 182 members currently. This could benefit from more content, however, I did not have enough time to achieve this one; it is a point to bear in mind going forward.

Workplace

We continue to develop Workplace our internal communication tool. This allows us to consult with all our staff, volunteers and trustees in a regular and consistent way. Gathering ideas and insights which may otherwise be missed. We currently have 63 members (14 staff). 9 members are active within our Steering Group.

Volunteer Forums

Over 80% of our volunteers live in the local community or have accessed our services before becoming a volunteer. In April 2022 we held our first volunteer forum since before the pandemic, 2019. One of the key pieces of feedback from volunteers, particularly new ones is that they didn't really know what other parts of the organisation did and how they can refer people to others services internally, and they didn't realise just how many people were involved. We had 20 volunteers attending which was great. The next forum is in September 2022 and will focus on identifying needs and training, highlighted from the previous forum.

Unite Community Partnership Meetings

Quarterly meetings facilitated by our CEO Denise Hartley MBE and attended by our Community Development Manager Stephanie Lees-Pinson. The partnership aims to work with organisations across the immediate and wider community to address the needs and issues of our community. These include schools, churches, library, housing associations, the local council and other interested parties. We are currently mapping the key priorities and services in order to address the '**Top 5**' immediate issues and who is best placed to lead.

1. Food and Fuel Poverty
2. Basic Skills, Employability and Numeracy
3. Mental Health, Addictions, Well Being
4. Digital Inclusion
5. ASB & Diversionary Activities

Preston Community Food Hub Network

Intact are active members of the Preston Community Food Hub Network, working closely with other organizations' addressing the issue of food insecurity and poverty. We are currently part of the **Preston Food Hub – Focus group** aimed at developing and shaping a Preston wide Strategy and closer partnership working. This is in the final stages and will hopefully see the initial draft autumn 2022.



Broughton Brownies, Collecting Donations

Making a difference

The numbers

Figures for Year 1 - 1st June 2021 – May 31st 2022

Key Outcomes	
Reduce Food Poverty - people on low incomes will have regular access to affordable good quality food leading to a reduction in food poverty	277
Access to Centre based & online opportunities to get involved, contribute to projects leading to reduced social isolation & improved health & wellbeing	175
Improve Health & Wellbeing: regular access to Cook & Eat sessions, eat nutritionally balanced meals, develop budgeting skills & meet others to learn	66
Participate in structured volunteering & certification opportunities leading to raised skill levels and increased employability	79
Digital Support - Volunteers recruited to support delivery	5
Digital Support - Volunteers will gain formal training, e.g., food hygiene	6
People access fee-based course e.g., jam making; icing a cake etc.	10
People attend annual Food Festival	152

48 children in total attended the Kids Holiday cooking sessions = 8 sessions

Approx. **183** people accessing Nurture, Nourish Sustain have also accessed one or more of our other services, including Advice and Guidance, Employability and Nature and Wellbeing activities.

Volunteers and total volunteer hours broken down by activity

Volunteers	Individuals	Hours	Value (Real living wage £9.90)
Whitby's Pantry	25	815	£8,068.50
Thrifty Kitchen	8	107	£1,059.30
Whitby's Cafe	4	54	£534.60
Total	37	976	£9,662.40



The impact:

"One person who first came to us at the community lunch has been coming to us regularly. She brought a friend this week, and showed her the pantry and other things on offer. They stayed for a long time and seemed to enjoy themselves." Young person on Work placement

Following on from chat whilst in Pantry: *"We were able to give Paul advice on a message he received from his energy provider – this is after he has started using the Scottish power app. Paul would ordinarily be reliant on someone else accessing his energy account or email account to access and read any messages. Now he can ask for help with reading and understanding the meaning of something but without having to share personal details because he can access the pages with one-touch, (Possible with biometrics enabled) this is all on the phone that we gave to Paul as part of the COVID response, which works on the £5 contract we helped him sign up for so he pays less on his data and phone calls."* Digital Volunteer

"We would like to thank all staff at Intact for all food from you during these struggling months, but now we can manage without your wonderful services. Once again thank you for all your services a godsend at our time of struggling." Feedback from Pantry User

"Financially we are coping much better and able to access a big variety of healthy fresh food that we would not have been able to without the pantry. Mentally it has helped to give breathing space for budgeting and planning meals." Peter, Service User

"Just wanted to say thank you very much for the lovely meals we came to get on Monday, will soon be ordering more. Many Thanks to everyone who produced these lovely meals." Sarah (Whitby's Homemade)

"I like that I can feel comfortable accessing the pantry, I don't feel like I'm being judged, everyone is kind of similar, it's a safe setting. I feel safe and secure coming. You always get more with the free bread and veg. I just think it's brilliant because this one shop a week for me is an actual shop which is difficult to believe. You can always find something for that week at least and then on other weeks you manage to stock up as well, which for me is a big thing."
Anonymous quote from Pantry visitor

"Intact helped me integrate into the community when I first moved here. A great place to meet people and socialise. Volunteering gave me a new lease in life after retiring and I get great satisfaction from any help I am able to give to service users and visitors to the centre." Survey 2021



Thrifty Kitchen - Roy's Story

- Roy is a 56yr old man.
- Mental Health problems, signed off work.
- Unable to concentrate and stopped cooking for himself because of burning foods and forgetting it.
- Referred by the Mental Health Team because he stopped eating.
- Very anxious when he first arrived, for a one-to-one cooking session when we had reopened after lockdown.

When Roy first arrived, he was very anxious and explained that his ability to cook had stopped because he struggle to stay in the moment, he was easily distracted and forgot what he was doing, therefore he had stopped doing it and was relying on tinned foods or simple no cook options. He also had very low budget.

Impact:

Roy started to eat again and gain weight, he come in each time telling us about what he had been practicing at home from the recipes and enjoying cooking again. He looked forward to coming and booked in advance.

"I started to come because of isolation and to improve my diet e.g., eat more fruit and vegetables."

"I enjoyed meeting new people and the teacher was excellent and really easy to get on with."

"Gives me something to look forward to doing on a Friday."

Thrifty Kitchen – Lisa's Story

- Lisa, a young woman in her 20s referred by the community engagement team.
- Very anxious when first arrived. Is on the autistic spectrum and was initially worried about the group environment.
- Initially, supported by a member of the team, but gradually gained in confidence. She was brought along by her mother, who waited in the café while she participated in the sessions.

Lisa was very unsure when she first arrived at the sessions, although she had good skills and knowledge with cooking, she was wary of group settings after being isolated. She began to come to the sessions without a support worker; however, her mother brought her because she had issues with taxis and public transport.

Lisa really enjoyed coming each week and missed it when she couldn't book on to a session because she wanted to be here every week. She was asked if she wanted to become a volunteer and she agreed because her confidence had grown. She volunteered in supporting the participants each week and really flourished and took her Level 2 Food Hygiene Certificate.

Unfortunately, her mum had to go back to study and could not bring her. Lisa did take a taxi for a while, however, this was not sustainable due to the distance from home and she had to stop coming. Her confidence had grown so much she was able to sign up to a course in baking which she thoroughly enjoyed.

Impact.

"I love making things and got a volunteering job which I love, the staff are lovely and very understanding."

Verbally she expressed how she looked forward to coming to the session because it gave her a purpose.



New Thrifty Kitchen Work Stations Donated by Ventura

Pantry and Employability – Ruth's Story

- Ruth is 27 years old and suffers from Fibromyalgia.
- She lives in Preston and has no support network close by.
- The Covid-19 pandemic became extremely challenging for Ruth, at times she struggled to get to the shop because of her health and was nervous too because of the virus.

Ruth, desperate to build her support networks and find a pathway into the world of work decided to think about small business ideas. This is when Ruth reached out and joined the Building Better Opportunities project in July 2021. Ruth now has access to regular free counselling sessions to help her with her mental health. She also joined the Food Pantry which has increased her ability to access fresh food while making her finances stretch further. She receives weekly 1-2-1 support in achieving her work-related goals.

Impact

Because of the support Ruth receives from Building Better Opportunities, she has now received a small grant to test her new business idea and is set to receive two years' worth of 1-2-1 business support with The Princes Trust. For Ruth, setting up an independent work lifestyle, means she can work around her condition and is in a more secure place to deal with any future lockdowns.

Fareshare and Jon Richardson video

In March this year, we received a Pantry visit from comedian Jon Richardson! We have a good working relationship with Fareshare, working closely with their Food Redistribution Manager to ensure a good service for our service users. They were inspired by the way; we provide a holistic approach to our food services, from providing recipe for unfamiliar food items to helping with budgeting and employment. Fareshare were making a promotional video with Jon who is a big supporter and we were asked to represent Preston alongside a community centre in Yorkshire. Of course, we said yes. Filming took place at Intact with Steffi our Thrifty Kitchen Lead and one of our regular Pantry and Thrifty Kitchen attendees. They both then spent a day in Yorkshire to filming cooking sessions with Jon. We cannot promote this until the film goes live, but fingers crossed, it will be sometime in the autumn.



Lessons learned

This is an amazing project and has incredible and exciting prospects beyond the main project outcomes moving forward. We have exceeded our initial expectations and outcomes; however, it has not been without its issues. The start of the project proved a lot more challenging to get going than anticipated and experienced a several setbacks and disappointments, which could have potentially been detrimental to the delivery of the project.

We have had two members of staff off for long periods, losing one member of staff due to ill health. We have also lost our nutritionist, whose role did change due to personal reasons and then sadly left in June. This has led to instability and lack of resource to run and develop the project. However, this has allowed us to review it, including the structure and how delivery of the project in a very positive way. This is still in progress and the decision was made not to recruit to fill the space until January 2023, which has allowed to revisit and keep our Kickstart Young People on longer (see below). What is evident is that we need someone with experience of working and managing a team of volunteers, develop the Steering Group. We would also like to create 'Ambassador roles' to promote the Pantry, Whitby's Homemade and create links with potential suppliers and/or raise money. Year 2 will see a dramatic and exciting turn around.

During our Spring Survey 80% of people stated that the social element and being with other people was a key part of their experience, particularly following on from the isolation of the pandemic.

Thrifty Kitchen

This project is still an integral part of the overall Whitby's Food Hub project, and again is an opportunity to move forward and develop the model. Thrifty Kitchen was always intended to develop skills and develop a volunteer and peer led activity, which will be developed going

forward. Sessions have not been running since the end of May; however, we have spent this time to reflect, plan and engaging with volunteers to reintroduce sometime during the summer. We have a new volunteer on board with a teaching a cookery background. Going forward there is real scope for more sessions and a need for cooking classes, there have been waiting lists and referrals from different organisations.

Our feedback and surveys have identified two clear expressions of interest, an afterschool family cooking session and a group for men who have lost partners or other reasons for being alone and are in real need of basic cooking skills. These all meet the targets of inclusion, education and reduction in food poverty.



Thrifty Kitchen - Outreach Programmes

As part of our work with the Preston Community Food Hub, we were approached to provide outreach cooking sessions. The Foxton Centre, a homeless drop-in Centre and community hub for local people in the Centre of Preston and The Spires, run by Community Gateway Association (CGA), a halfway Centre for homeless people moving away from homelessness and changing their lives.

1. Foxton Centre. There have been 4 x 2 hour sessions run at the Foxton Centre 6 attendees in total.
2. The Spires. CGA paid for these sessions. £720 12. There have been 6 sessions run so far = 12 attendees, they have attended at least 2 sessions each. A further 6 sessions to be run by mutual agreement as and when.



Both CGA and the Foxton Centre were very happy with how the sessions have run and felt they had a positive effect on their community engagement. Further sessions are being planned for the autumn.

Kickstart Scheme - Department for Work and Pensions (DWP)



The KickStart Scheme is a six-month work placement aimed at young people aged 16-24, who are claiming Universal Credit and at risk of long-term unemployment, funded by DWP. Our two young people started back in March, working in Whitby's Food Hub: Whitby's Café, Whitby's Pantry and Whitby's Homemade). As part of their placement, they will develop new skills in retail, hospitality and gain qualifications. It has been a real boost to the organisation having young people around, injecting a new energy and ideas. Our young people have been instrumental in creating a friendly and welcoming environment in

Whitby's Food Hub (café), both in the Pantry and serving in the café, which in turn has encouraged more people to visit, buy chutneys, cake and make donations. Being able to open the cafe five days a week has also had an impact and sales have been unexpected. From 1st April – 31st July, £1,482.75 was made of tea, coffee and cake alone (and a smile).

Winter Food Festival and 'Pay as you feel'



Our first Winter Food Festival was held on 4th December 2021 and was a huge success. We saw around **150** people attend on the day. We had estimated 50. Approximately £650 was made on the day and approx. **£750** in total following the event (continued raffle ticket sales). We had donations for the raffle and tombola (you could not move in the office for a couple of weeks). I believe this was the most made at event like this at Intact.

This was a free event, with 'Pay as You Feel' introduced for food, refreshments and activities, such as pizza, hot cooked food and an audience with Santa. This allowed people who can afford will donate and those that cannot will benefit and enjoy without feeling



embarrassed.

Pay As You Feel Community Lunch

The first was held in March 2022. We had a huge surplus of potatoes and he suggested a community lunch, which was the ideal opportunity to start our free monthly 'Lunch Bunch' and introduce 'pay as you feel' on a more regular basis. 22 people attended with £44 made in donations and £25 made in sales of tea and coffee and Jams /chutneys. This was also the ideal opportunity to experiment with different marketing, much of it stemming from a press release with LEP and Blog Preston. Asked how people found out:

- 4 existing volunteers
- 3 regular service users
- 3 heard about it on the radio
- 2 were attending Peer Talk
- 2 were Building Better Opportunities service users
- One saw it in the newsletter



Community Lunch - May 26th



GoodTill and Compass

GoodTill has been introduced which has made a huge difference into our ways of taking money and obtaining statistics, and ensuring services become smarter and leaner. Our Digital Inclusion Team has played a huge part in implementing and training volunteers and staff with quite a bit of resistance to change. **Compass** is our new platform for capturing data and impact. It is still in the developmental stages, but the potential is huge. We are currently testing, linking the two to develop Pantry and Whitby's Homemade membership to enable us to track and gain good quality data.

Whitby's Pantry

Whitby's Pantry has faced a few challenges since the start of the funding. Staff illness, COVID related illness, staff and volunteers, our biggest has been limited access to stock via FareShare and other sources. We also saw a drop in numbers, people returning to work following furlough, finding work and then insufficient stock. The Pantry had to reduce by half a day, and one week we could not run the Pantry as normal, as there was no ambient food, however about 75% of members still came along for the fresh fruit and veg alone. The numbers have gradually increased, and a waiting list started. We have managed to secure extra funding, continuously asking for donations and have started to developing relationships with supermarkets and potential donors (businesses in the community) to provide top up stocks. This has meant we have also been able to increase the Pantry to an extra half day. Interest is creeping up, particularly in the current economic crisis, and we find we have another waiting list. We will be consulting with members the key priorities for them and how we can best support them.

Whitby's Homemade



Whitby's Homemade continues to use the surplus food from the pantry helping to reduce food waste whilst creating good nutritious home cooked food. However, we have had to take a step back and revisit how it will work. The three-tier membership strategy and the marketing are key elements, this has to take a back seat whilst we revisit and bring some stability to Whitby's Food Hub as a whole. We have however, been working on leaner processes for people to access the meals and create a more efficient stock control system. (See **GoodTill**)



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