

# Nurture, Nourish Sustain



## Making a difference The story so far

Year 2 – July 2023

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# Making a difference, the story so far

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

Throughout the duration of this project we have centered on a holistic approach. Beyond just providing food, we're utilising food as a means to foster a sustainable and interconnected community and skill development.

- 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

### **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

### 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



*Farebear (from Fareshare) contributes to our Unite Meeting.*

### Warm Space Programme

The Warm Space Programme was established as the direct result of the UNITE Community Partnership working together to combat the cost of living and fuel crisis, and resulted in an Ingol and Tanterton programme of warm space hubs being provided. Intact's specific warm space (promoted) programme has attracted **72** people since it started. More importantly, the Warm Space provided a mechanism to build on what Intact was already doing, and add new types of activities to the sessions that were created through the UNITE Warm Space initiative. In practical terms, this meant that people that initially came for the warm space, were also able to attend Intact's other services and social activities, such as Whitby's Pantry, Community Lunch, digital services, Advice & Guidance, craft sessions, bingo, Friendly Friday etc. The Games Club

### **Warm Space Programme** cont'd.

Opening additional hours, especially in the evenings, also brought its own problems, not least, in the case of Intact, a significant increase in the monthly fuel bill arising not because of increased unit costs (as they are fixed by contract), but from the extra usage. Arising in part from this programme, Intact secured a grant from Cadent to deliver a 'warmth project' over the next two years, using the Monday, Wednesday Thursday warm space sessions to bolt on other activities such as carbon monoxide awareness workshops (**44** attendees) and slow cooker classes (**12** attendees). (**See Addendum 1.**)

### **Social Media**

Intact's facebook page has **2,100 likes** and **2,396 followers**. Our online Facebook Group Whitby's Food Hub, regularly has new followers with **216** members currently. Our slow cooker posts has received one of the highest audience reach **3,927** and engagement **339**. Food really is a conduit!

### **MightyText**

We now communicate with the majority of our Pantry members via MightyText. This allows us to remind them of their Pantry appointments as well as any upcoming events, such as Community Lunches, which may be of interest. The introduction of MightyText has led to 7% increase in attendance. The May Bank Holiday saw a 45% increase in attendance on last year's Bank Holiday. The waiting list is down 50% on last March, thanks to signposting and regular contact.

### **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, through comments and survey function, which may otherwise be missed. We currently have 73 members (14 staff). 7 members are active within our Steering Group. We are exploring the surveys feature. Our last survey was to determine the most popular cake for our Coronation Tea Party. Lemon Drizzle came out on top!

### **Volunteer Forums**

Over 80% of our volunteers live in the local community or have accessed our services before becoming a volunteer. In June 2022 we held our volunteer celebration as part of Volunteers week, and since have held two Volunteer Forums and a Volunteer Christmas Party. Our volunteers are truly valued, we couldn't deliver our services without them.

### **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 are currently exploring ways to make this data more meaningful in demonstrating the difference made, including a dedicated page on our website. We have also started to survey our membership, to develop a comprehensive impact report as part of **Year 3** of the project. (**Addendum 2** shows the results of our first survey regarding Whitby's Pantry.)

## Preston Community Food Hub Network



Intact continue to be active members of the Preston Community Food Hub Network, working closely with other organizations' addressing the issue of food insecurity and poverty. We were been invited as key members of the wider Preston community, to work alongside the city to help combat the Cost of Living Crisis.

*Cost of Living Event, Gujarati Hindu Centre*

## Donations

As the Cost of Living escalates, Whitby's pantry relies more and more on the generosity of organisations and groups and individuals to provide donations of ambient goods and hygiene products. Christmas saw a huge amount being donated which meant we could offer bumper 'shops' to our members to make their Christmas extra special.

**Thanks to:** *Wilmott Dixon; BAE, Rotary Club; Preston Guild Lodge; Cottam Community Centre; Typhoons Rugby Union Club (Grass Hoppers); Campus & Co; Ashton Sports and Science College; Year 1 Cottam Primary School; Language Students at Cardinal Newman College, Friends of Ingol Library; Hargreaves Court; First Broughton Beavers; Acorns Primary School; Ribble Farm Fare; Helms Farm Shop; Tanterton Christian Fellowship; Preston Minster – Love Christmas; Ingol Health Centre; Lat Creative.*



*Preston Guild Lodge*



*Friends of Ingol Library & Preston Minister – Love Christmas*



*Ashton Sports and Science College.  
Donations organised by the students at the school  
Many of which live in the immediate local area  
and their families are known to Intact.*

*Donations from Language students at Cardinal Newman College  
organised by Tutor and Pantry Volunteer Alison.*

## Good Morning Britain and the Cost of Living Crisis

Intact appeared on Good Morning Britain to talk about the Cost of Living Crisis and the rise and energy costs. As a result of our appearance we were contacted by Cadent Gas and were offered funding, as part of their to employ an Energy and Financial Support Manager, funding to provide a Warm Space with food throughout the Winter and to tie in with Thrifty Kitchen, slow cookers to give away and part of an energy saving campaign. This funding is for two years with the potential to continue for several years.



## Fareshare and Cumbria Building Society Video and Funding

We hold very good relationships with our partners, and because of our holistic approach to our food services, namely provided wrap around services, such as well-being, Advice and Guidance and Employability we were nominated by Fareshare for funding by Cumberland Building Society, the only organization to receive this in Lancashire. Our Fareshare bill will be paid for 12 months and potentially longer. This led to a day of filming and video making at the Centre for which they also gave a considerable donation. This will hopefully result in fostering a long term relationship with Cumberland Building Society.

# Making a difference

## The numbers

Figures for Year 2: 15<sup>th</sup> May 2022 – 15<sup>th</sup> May 2023

Key Outcomes		Per Year	Year 1 Total	Year 2 Total
1	Reduce Food Poverty – through the further development of Whitby's Pantry, Thrifty Kitchen, and Whitby's Homemade - <b>250 people</b> on low incomes will have regular access to affordable good quality food leading to a reduction in food poverty.	84	<b>277</b>	<b>381</b>
2	Develop key life and employability skills amongst participants and volunteers – <b>300 people</b> will have access to a range of Centre based and online opportunities to get involved and contribute to projects leading to reduced social isolation and transferable skills.	100	<b>175</b>	<b>375</b>
3	Improve Health and Wellbeing – by <b>75 people</b> having regular access to Cook and Eat sessions with opportunities to eat nutritionally balanced meals, develop budgeting skills and meet others to learn, leading to better cooking skills, reduced isolation and improved health and wellbeing.	25	<b>66</b>	<b>96</b>
4	Maximise potential of Intact's existing community asset base – <b>80 people</b> will participate in structured volunteering and certification opportunities leading to raised skill levels and increased employability.	27	<b>79</b>	<b>118</b>
Additional Digital Support Targets				
1	15 volunteers recruited to support delivery	5	<b>5</b>	<b>13</b>
2	12 volunteers will gain formal training, e.g., food hygiene	4	<b>6</b>	<b>8</b>
3	20 people access fee-based course e.g., jam making; icing a cake etc.	7	<b>10</b>	<b>14</b>
4	50 people attend annual Food Festival	17	<b>152</b>	<b>219</b>

### Additional Events:

**500+** Jubilee Arts & Food Festival

**41** people attended our Coronation Tea Party

**66** people have attended our monthly Community Lunch (25-30 each time)

**26** people have accessed our Crisis Support

**23** people have attended our Thrifty Kitchen slow cooker sessions

### Working in partnership with Lancashire Adult Learning:

**16** people attended our Cooking Healthy Meals on a Budget workshops

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 £10.90)
Whitby's Pantry	17	899	£15,283
Thrifty Kitchen	3	71.5	£214.5
Whitby's Cafe	4	54	£779.35
Digital	8	647	£7,052.30
<b>Total</b>	<b>32</b>	<b>1,671.5</b>	<b>£23,329.15</b>



*Volunteer Celebration, Volunteers Week June 2022*

## The impact:

### Quotes from Thrifty Kitchen Survey

Service users are returning, and giving positive feedback. They reported that they enjoy the social interactive part at the end and interact more throughout the session as well now. They enjoy sitting and eating. Service users distribute the various cooking tasks between them, making it a collaborative effort

*"The factor of never knowing in advance what we are cooking is a nice surprise."*

*"Love making new things and got a volunteering job which I love. The staff are lovely as well and very understanding" Now café volunteer*

*"I have really enjoyed the range of foods we have made. Also, it has helped my wife use her cooking and preparation skills." Carer for wife with dementia*

*"To meet new people and even make friends. Enjoy having fun whilst cooking, baking and obviously eating what we made."*

*"I have enjoyed learning new things and being inspired to broaden my dishes. I have been excited about food again which has motivated me to continue to attend."*

*"I enjoy everything, the people make me feel happy and so enjoy coming to intact."*

### Quotes from Pantry Survey (May 2023)

*"If I didn't have Intact, I would really struggle with having to buy food." Said by service user struggling with his budget, as his money does not last the whole month. He comes to the Pantry when he is not working (his work appears to be occasional or seasonal, and it keeps him going until he starts work again. He was one of the first to sign up to the Pantry, and has used other services.*

*"The pantry is wonderful. It has come as a godsend to us. We have used everything that we have got from the pantry to make meals including soups, smoothies, bread and butter puddings. We do not have a scrap of food left over from the weekly shop. Thank you for providing this service. Much appreciated."*

*"I don't know what I would do without this place." Pantry customer*

*"I am eternally grateful for this space being available during the winter. It has saved me from going into deep depression."*

*"I'm a single parent to a teenager and am a part-time, I am waged retail worker. Coming here enables me to pay my bills. It really helps me the staff and volunteers are ok"*

### **Pantry Survey Results:**

- 17 out of 18 respondents (94%) said it helped them to save money on a regular basis.
- 11 out of 14 respondents (79%) said that the savings on money for food had helped them manage debts.
- 13 out of 17 respondents (76%) said that the Pantry had freed up money to help them to pay for where they live.
- 15 out of 19 respondents (79%) said that they were managing better financially since joining the Pantry.
- 16 out of 19 respondents (84%) said that since joining the Pantry they feel more like they belong to a community.
- 18 out of 19 respondents (95%) said that since joining the Pantry they stop and talk to people from their community more.
- 16 out of 19 respondents (84%) said that since joining the Pantry they feel more able to access advice and support if they need it.
- 16 out of 18 respondents (89%) said that the Pantry has increased the amount of fruit and vegetables that they eat.

### **Quotes for Whitby's Homemade**

*"Considering how much the Intact Centre does and provides within the local community and its ability to outreach to other users across the city, I'm amazed it gets virtually no feedback here on its homepage. Even the odd 'like' for a recipe or a comment about the services or staff wouldn't go amiss. So many people use this place and it's a local treasure but it should work both ways. So next time you see a post for a recipe or have attended an event or have seen a friend, neighbour or family member helped by the centre then kindly give these guys a shout out. Just imagine it closed tomorrow permanently. Everyone would be kicking off."*  
Keith, Facebook

### **Quotes for Events**

*"Thank you so much for today, I have enjoyed the Jubilee today. It's amazing to celebrate."*  
Love Sophie

*"Time spent with my amazing girl ... princess."* Sara

*"I really enjoyed the Jubilee event. Everyone at the Centre was so kind and welcoming."*

*"Great to see the community coming together – Let's not wait another 70 years for more than this."* Arthur

*"I can't believe my kids have been able to see Santa. The pizza was great, such a treat. They buzzing."*

## General Quotes

*"To all the staff and wonderful volunteers at the Intact Centre. Thank you so much for enabling me (and my teenager) to use the pantry. It has been incredibly useful to us over time. This month, I am marrying my partner Chris and I will then feel more able to pay my bills, So I won't need your assistance going forward. I'll continue to visit on open days in the future. A massive heartfelt thank you, all." Alison D'*

*"The pantry is wonderful. It has come as a godsend to us. We have used everything that we have from the pantry to make meals including soups, smoothies, bread and butter puddings. We do not have a scrap of food left over from the weekly shop. Thank you for providing this service. Much appreciated." Pantry member*

*"Volunteering in the café and Pantry has improved my physical health. I'd rather be here than at home looking at four walls. I feel appreciated and wanted. I have been able to look after the café and Pantry on my own when other staff were unavailable."*



*Sam, Pantry, Café and Events Volunteer*

## **Pantry Members – John and Paula Story**

John and Paula have continued to form partnerships, and secured donations of tins of baked beans. They also secured a donation from B Cookson Ltd. The model is to move towards a larger number of smaller businesses, rather than FareShare.

- John and Paula are in their 50's.
- Health problems meant they both left highly professional careers.
- They both became self-employed and lived comfortably until COVID.

COVID had a detrimental effect on the lives of John and Paul creating dire financial circumstances they never thought they would have to face. They soon found to make ends meet they weren't able to buy the food they needed. That's when they signed up for Whitby's Pantry. It was important to their self-esteem that they paid the £5 membership.

Although the situation has eased for them, they are still reliant on the Pantry to help them through.

### **Impact:**

John and Paula are so grateful for the support we're able to provide, that they have become 'Ambassadors for Intact and the pantry. They now visit small businesses, making connections and increasing partnerships and potential donations. They have secured many donations.

"Were so grateful for what Intact has done for us, we really didn't know how we were going to manage or get through. If we can just do what we can to bring more into the Centre, we'll feel we are helping in some way and support the great work you do."

## **Peter's Story - Thrifty Kitchen**

- Peter, is retired and in his early 60's.
- Recently widowed and feeling very lonely and isolated. His wife tended to the cooking, so he was really struggling.
- Very anxious when first arrived, initially for Thrifty Kitchen to learn more about cooking for one.
- Initially, supported by a member of the team, but gradually gained in confidence. He was brought along by a support worker, who waited in the café while he participated in the sessions.

David was very unsure when he first arrived at the sessions, although he had good skills and knowledge with cooking, he was wary of group settings after being isolated. He began to feel more comfortable and began to come to the sessions without a support worker. David really enjoyed coming each week and missed it when he couldn't book on to a session because he wanted to be here every week.

David then joined our Choir, from the first session David loved the sessions and mentioned how being together in a group singing really impacted his mental health in a positive way. Following the death of his partner, having something uplifting in the form of the choir helped to cope with the grieving process. David is now a core member of the Intact Choir.

### **Impact:**

"I've benefitted so much, coming to these sessions, I can cook simple meals and feel as though I've accomplished something."

"I love singing and performing, I don't know why but it just makes me feel really good about myself and I go away humming for the rest of the day."

## Thrifty Kitchen – Arthur and Joan’s Story

- Arthur, is retired and in his early 70’s referred by the community engagement team.
- His wife Joan has dementia and lives in a local care home.
- Joan used to love cooking but is not able to without supervision.

Arthur started bringing Joan to the café once a week to socialise and as somewhere near and local to visit. The café serves as an inclusive space where they could enjoy time together safely and without judgement. This also helped to reduce confusion and feelings of isolation that can often come with dementia.

Arthur signed them up for Thrifty Kitchen so that Joan could get involved in cooking again, with a safe environment.

### Impact:

Attending the cafe has helped to reduce Joan’s confusion and feelings of isolation that can often come with dementia.

Engaging in familiar activities can help maintain cognitive abilities and has reduced confusion and anxiety caused by Joan’s dementia.

Thrifty Kitchen has also encouraged Arthur to develop and learning new cooking skills and enjoy a range of new meals.

## Pantry and Employability – Hassan's Story

- Hassan is 44 years old, is registered blind and suffers with a serious skin condition, which means he needs to keep covered.
- He lives in Preston with his wife and two sons.
- Hassan left a Civil Service job pre COVID due to health reasons and struggled to find suitable employment, especially with the impact of the pandemic.

Hassan was desperate to find a pathway back into work and joined the Building Better Opportunities project at Intact. His wife worked two jobs and he felt guilty about not doing his 'bit' providing food and easing the burden.



Hassan joined Whitby's Pantry, which increased his ability to access fresh food while making his family's finances stretch further. It also gave him the sense that he was doing 'something' for his family. He also received weekly counselling and 1-2-1 coaching sessions in achieving his work-related goals.

### Impact

By providing a holistic approach, addressing mental health, employment, and basic needs, we have been instrumental creating lasting positive change in Hassan's life. We were able to support Hassan into finding work, boosting his confidence.

- In October 2022 was interviewed as part of our Cost of Living appearance on Good Morning Britain. Highlighting how much his confidence has grown.

## Lessons learned

The project has faced many setbacks since it started, however, it has managed to achieve positive outcomes and maintain engagement with the community. The challenges we've experienced have prompted us to reevaluate and reshape the project operationally, now and potentially in the future. Whilst these setbacks haven't been easy, they have given us the opportunity to explore growth, learning, and positive change.

- **Staffing Setbacks:** The long-term absences of one staff member, our Pantry Coordinator and chef retiring alongside the loss of our nutritionist have introduced instability and resource challenges. This has meant that our Community Development Manager has had to get more involved on the operational and delivery side of the project for a long period of time, which is obviously not sustainable. While this situation has been challenging, it has also presented an opportunity for to review and potentially restructure the project to improve its efficiency and effectiveness.
- **Project Review and Restructuring:** Taking the time to review the project's structure and delivery methods due to staffing changes has lead to positive changes. It's been crucial to reassess roles, responsibilities, and strategies to ensure that the project can run and meeting its goals going forward.
- **Focus on Skill and Team Management:** As we move forward, it's evident that having an experienced team leader who can effectively manage volunteers and develop the Steering Group is essential for the project's stability and growth.
- **Ambassador Roles:** The concept of developing Ambassador roles is promising. These roles will help promote the project, forge connections with potential suppliers, and enhance community engagement.
- **Kickstart Scheme:** Extending the engagement of Kickstart Young People has helped to leverage available resources to bridge gaps in staffing and ensure the project's continuity.

### Evolving and Changing to Meet the Needs of the Community

- **Response to Cost of Living Crisis:** We have evolved our service in response to the worsening cost of living crisis, and we have seen a rise in demand for help with finances and income stability including addressing pressing issues that affect the community.
- **Recruitment:** As part of a wider restructuring within Intact we recruited a manager to oversee the overall direction and delivery of our Whitby's Food Hub. In May we also employed a manager to oversee our Advice & Guidance services, providing financial and energy saving support, as well as more complex issues which has meant we have been able to offer more comprehensive wraparound support services.
- **Wider Organisational Structure:** The last 12 months has seen a wider restructure within Intact, resulting in the recruitment of a manager to oversee Whitby's Food Hub, reflects a proactive approach to managing the project's growth and ensuring efficient overall operations. This move is likely to contribute to streamlined processes and enhanced coordination.

- **Enhanced Support Services:** Employing a manager to oversee Advice & Guidance services has enabled your project to provide comprehensive wraparound support services. This expansion beyond food assistance shows your commitment to addressing multifaceted challenges faced by individuals in the community.
- **Holistic Approach:** By integrating financial support and wraparound services with our existing project, we're developing a holistic approach to community support.
- **Community Impact:** The continued evolution and expansion of services demonstrate the project's ability to remain responsive to the ever-changing needs of the community. By offering comprehensive support, we're contributing significantly to the community's resilience and well-being.

## Thrifty Kitchen, Slow Cookers & Cadent

Thrifty Kitchen has evolved over the time of the project and still plays an integral part, and has been solely led by volunteers. The original format of cook and eat sessions, led by a student studying nutrition at UCLAN ran once a week alongside the new Thrifty Skills, which was introduced in August 2022, following requests from participants. Led by an experienced College Catering Tutor, Thrifty Skills was aimed at taking participants to the next skill level of learning.

These finished in December 2022 due to work and University commitments.

However, to fill the gap we also partnered with Lancashire Adult Learning to provide 'Cooking on a Budget' sessions. This will continue going forward.

### Thrifty Kitchen Skills



### Slow Cooking Programme

The Slow Cooking Programme began in April 2023, a wonderful initiative aimed at providing practical cooking skills and nutritional knowledge to individuals on a budget. The sessions also incorporate themes related to energy-saving advice such as discussions on the benefits of slow cooking in terms of using less electricity or gas compared to conventional cooking methods.



Overall, the programme not only addresses practical cooking skills but also promotes sustainable and energy-efficient practices, making a positive contribution to the community's well-being.

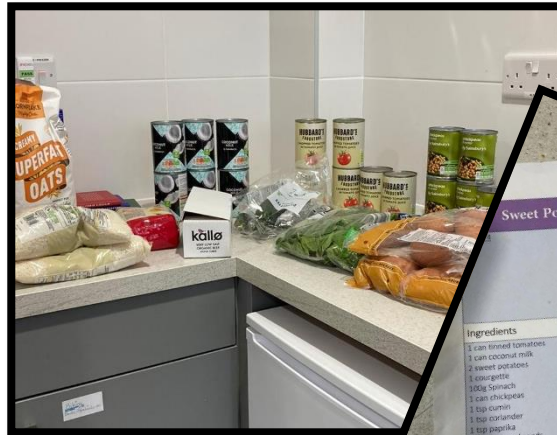
- **Community Involvement:** The sessions were led by three Community Volunteers who collaborated to create the program. (These included one of our Trustee's; one who leads our walking group, led the warm spaces programme (outside of Centre hours, and also volunteers at our local food bank; one who supports Intact with events and maintenance around the building.) This community involvement adds a personal touch and highlights the importance of sharing knowledge within a community.
- **Focus on Affordability and Nutrition:** The main goal of the sessions was to teach participants how to prepare nutritious and affordable meals using a slow cooker. This is particularly valuable for individuals on a tight budget.
- **Engagement and Participation:** The participants were encouraged to be vocal and contribute to the sessions, which created an interactive and engaging learning environment, and contribution to future recipes. Demonstrations of proper vegetable cutting techniques, safe slow cooker use, and meal preparation were provided.
- **Feedback and Adaptation:** Both positive and negative feedback were actively sought from participants. This helped the to understand what was working well and where improvements could be made, for example,
- **Inclusivity:** The sessions catered to participants with various needs, including those with food intolerances and allergies, making it a welcoming environment for everyone.
- **End-of-Course Benefits:** Participants were given slow cookers and bags of produce at the end of the sessions, allowing them to put their newly acquired skills into practice immediately.
- **Continuation and Growth:** Due to the success of the initial sessions, a second course was organized following a similar format. We now have up to **60** people waiting to attend.
- **Recipe Compilation:** Participants received a copy of the "Intact Slow Cooker Recipes" compiled by one of the volunteers. A valuable 'takeaway' that extends the learning beyond the sessions.

#### **Expanding Reach, Community Driven**

- **Whitbys Food Hub Facebook Group:** With our new chef on board, we are looking to expand the Food Hub Facebook group and encourage people to join, to provide additional recipes and videos and engage in recipe swaps, consultations etc.
- **Thrifty Kitchen on Tour:** We have partnered with local community groups, such as Let's Grow Preston; schools; such as Ingol Primary; and social services, such as the new 'Family Hubs' to offer the program to a wider audience.

## Thrifty Kitchen - Outreach Programme

We delivered six sessions at The Spires, (Community Gateway Association (CGA), a halfway Centre for homeless people moving away from homelessness and changing their lives. By combining cooking skills with empathy and understanding the potential to make a significant positive impact on their lives, increased.



*One participant had no cooking skills, but became more competent in making vegetarian dishes. His confidence grew and by the end of the programme had contributed to the ideas for vegetarian alternatives for recipes each week.*

*Another participant was confident in their cooking skills but wanted to take part to help overcome anxiety and socialise. It culminated in her supporting other participants in simple tasks, such as chopping.*

- **Tailored Approach:** We recognised the specific needs and challenges faced by homeless individuals and those in transitional housing situations.
- The sessions were designed to address the limitations of the cooking equipment available by adapting recipes for small kitchen setups or using minimal equipment.
- **Nutrition and Affordability:** Emphasizing the importance of nutritious meals even in challenging circumstances. Focus on cost-effective ingredients and simple cooking techniques that can be replicated easily.
- **Community Building:** Encourage interaction, sharing of cooking experiences, and building a sense of camaraderie among participants.
- **Empowerment and Skills:** Approach the sessions as a way to empower individuals with valuable life skills. Teach basic cooking techniques, meal planning, and strategies for making the most of available resources.

## KickStart Scheme - Department for Work and Pensions (DWP)



The KickStart Scheme was 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 Year 1 report introduced two young local people who started with us, in Whitby's Food Hub: Whitby's Café, Whitby's Pantry and Whitby's Homemade) back in March 2022.

This has proven to have a positive impact on the organisation, not only providing work opportunities for our 'Kickstarters' but has contributed significantly to the growth and vibrancy of the Whitby's Food Hub.

Both of our 'Kickstarters' are now fully integrated into the Intact Team with Amy taking more responsibility as Whitby's Pantry Co-ordinator.

The positive outcomes highlights the potential to transform individuals' lives and enrich our community by providing meaningful work placements to young people at risk of long-term unemployment, giving them a chance to develop skills and gain experience.

- **Diverse Skill Development:** The placement encompassed various areas, from retail to hospitality. This diverse exposure provides a broad skill set that can be valuable in the participants' future careers.
- **Qualifications and Personal Growth:** Gaining qualifications and skills in a real work environment can boost the confidence and personal growth of the young participants.
- **Energy and Innovation:** The injection of new energy and ideas from our young people has created a dynamic and innovative atmosphere within the Food Hub.
- **Enhanced Customer Experience:** The friendly and welcoming environment created in the café has led to increased footfall, higher sales, and greater engagement from visitors.
- **Community Connection:** The smiles, welcoming atmosphere, and engagement with customers contribute to building a sense of community and fostering positive relationships.
- **Transition to Employment:** The fact that the young participants have now become part of the growing team indicates that the KickStart Scheme not only provided a temporary placement but also paved the way for ongoing employment opportunities.
- **Long-Term Investment:** Investing in young talent not only benefits our organisation in the short term but also contributes to building a skilled workforce for the future.
- **Social Impact:** This experience can serve as a powerful testimonial of the positive social impact we are creating within the community.

## Winter Food Festival and Events



Our second Winter Food Festival was held on 3rd December 2022 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 couldn't 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' for food, refreshments and activities, such as pizza, hot cooked food and an audience with Santa. This allowed people who can afford to donate and those that can't will benefit and enjoy without feeling embarrassed.

## Jubilee Arts and Food Festival & Coronation Tea Party



Food is at the heart of the majority of our activities, and organising free events like the Jubilee Arts and Food Festival and the Coronation Tea Party is a way to bring the community together, provide food and entertainment, and create memorable experiences for everyone involved. The fact that we were able to secure additional funding for

these events speaks to the value they bring to our community. By also offering free food and entertainment make these activities accessible to a wider range of community members, regardless of their financial situation and contributes to the overall wellbeing. We saw over **500** people attend on the day, many of which would not have been able to afford otherwise.



## Pay As You Feel Community Lunch

Our monthly community lunch is clearly making a positive difference in the community by bringing people together around food, fostering inclusivity, and contributing to reducing food waste. With their popularity, new chef and winter fast approaching we're hoping to hold these on a weekly basis.

- **Effective Use of Surplus Food:** Utilizing surplus vegetables for the community lunch highlights a sustainable and innovative approach to addressing food waste.
- **Pay As You Feel Concept:** The "pay as you feel" model fosters inclusivity by allowing individuals to contribute based on their means while promoting a sense of community.
- **Diverse Attendee Sources:** The diversity of sources from which attendees found out about the event indicates a broad reach within the community.
- **Community Engagement:** The fact that existing volunteers, regular service users, and attendees from other community programs participated highlights the value of building relationships within the community.
- **Continuous Improvement:** We encourage customers to provide feedback on their experience, menu preferences, and suggestions for improvement. This will help refine future events and services involving community members in meal planning, and experimenting with different formats will only improve the service and give ownership.



*We held a special Community Lunch hosted by the then Mayor Neil Darby and Mayor's Consort. It was waiter service that day!*

## Whitby's Pantry

Whitby's Pantry continues to face challenges. Staff illness, retirement and limited capacity to recruit new volunteers, as well as limited stock toward the second half of the year has had an enormous effect. In turn this has had a knock on effect to the increase in demand from the cost of living crisis, with increased waiting lists, and systems in place which were time consuming and cumbersome.

Although we have been able to foster relationships with supermarkets and potential donors (businesses in the community) to provide top up stocks, the rise in the cost of food has also had a knock on effect to what we can purchase and the quantity and quality of donation being made. People and organisations that may once have contributed are facing similar issues themselves.

We were able to secure small pots of funding throughout the first part of the year, including our own board ring fencing funding to cover until the end of the financial year, which played a huge part in getting us through the winter months.

However, March 2023 saw less funding and less donations as a whole being made and unable to meet existing demand as well as increasing demand. With our new Whitby's Food Hub Manager in place 'stock' will be a key focus moving forward.

## Leaner Processes – Addressing Challenges

We recognised that members weren't consistently showing up and that this led to inefficiencies in resource utilisation and food wastage. In January, we started consulting with staff and Pantry members to find a more effective way of working. We found that members didn't turn up for whatever reason, which meant that we either had wasted food or a time slot someone else could have used. We developed a leaner process, which cut down on duplication and streamlined to remove paper systems, job roles no longer overlapped, and ensure that any changes were in line with the needs of those directly involved. Volunteers and paid staff were then trained in the new system.

Many of our members lead chaotic lives, and some members have confirmed they cannot attend, giving the centre advance warning. MightyText was introduced, to enable us to text service users about appointments. As a result of the gaps from people cancelling appointments, this has meant that more people on the waiting list or in need of emergency support have been able to attend appointments.

People are being seen earlier, and more cancellations are being messaged to us so that we can now fill those gaps. More nuanced notes are being made about cancellations and why they happened, e.g. hospital attendances. This is allowing staff to understand trends and find other ways to support users. This has allowed more flexibility around appointments.

The new procedure has also put ownership of the system back to the Pantry staff away from other staff and service users, and allowed more scope for keeping track of numbers missing sessions.

We're by no means out of the woods yet but we're certainly on our way to providing a more efficient and effective pantry operation by optimising resources, reducing waste and enhancing the member experience.

## **We're constantly adapting and reviewing services based on the changing needs of the community.**

- **Welcome Pack and Ground Rules:** Providing a welcome pack with clear ground rules sets expectations for customers also helps establish a respectful and organised pantry environment.
- **Communication through MightyText:** Regular reminders through text messages help customers keep appointments and stay engaged. This method is practical and aligns with their busy schedules. This has led to 7% increase in attendance. This Bank Holiday saw a 45% increase in attendance on last year's Bank Holiday. The waiting list is down 50% on last March, thanks to signposting and regular contact.
- **Measuring Progress:** Tracking attendance figures and comparing data over specific time-periods allows us to quantitatively measure the impact of the changes we've implemented.
- **Holiday Impact:** The 45% increase in attendance during the April 2023 Bank Holiday demonstrates that your efforts are effectively mitigating the challenges posed by disruptions in customers' weekly routines.
- **Effective Waiting List Management:**
  - By reducing the waiting list through signposting to other pantries and proactive updates, we're ensuring that those in need receive assistance even if it's not directly from our pantry.
  - **Thrifty Thursday** was introduced as a way to support people who were in need but still on our waiting list or in immediate crisis. It is run as a 'drop in', providing a flexibility for customers but also enables us to use any excess food, particularly bread, fruit and vegetables. It hasn't fully taken off so the impact hasn't yet been measured.

## **Yellow Bin Scheme**

The Yellow Bin Scheme was introduced as an initiative that not only collects essential food items but also fosters community engagement and participation, allowing individuals and businesses to contribute to a cause that directly influences their local community. By placing bins in strategic locations, we can facilitate a steady stream of donations, helping to maintain a consistent supply of essential food items.

This did need careful planning around the logistics, communication, and maintenance, and initial we had four bins out in the community, which proved successful. However, the logistics did prove to be demanding particularly for regularly emptying the bins to prevent overflow and ensure the items are promptly transferred and our volunteer organizer was unable to continue. We now need to recruit and engage a small team of volunteers to manage the bin locations, collect donations, and coordinate with the Pantry.



## Whitby's Café and Whitby's Homemade

The café started selling food again in December 2022, serving simple snacks such as egg on toast, toasties etc. This was the first time since closing during COVID 19. It proved very popular and started to bring people back into the café and the Centre. The café is a huge asset for the Whitby's Food Hub and is used as a social and meeting place.

Whitby's Homemade has remained in the background and undeveloped due to capacity. Freezing high quantities of meals have also raised areas which need to be explored further, for example labelling and cooling down processes to fit with food hygiene standards.

Customers really enjoy the home cooked food. The fact that we can offer nutritious, microwave-friendly meals provides a valuable service to the community, offering convenience without compromising on quality. We need to explore the menu, food preparation, packaging, and customer experience, to cater for a wide range of preferences and needs, to make an informed decision going forward. However, our new chef David has worked with us before and is very experienced in the sector, and figures have shown that the Café is more popular than Whitby's Homemade. Customers have been buying meals to 'take out'. The potential for development in the area is very exciting.



# Addendum 1

## UNITE Community Partnership Warm Space Programme: 1<sup>st</sup> November 2022- 31<sup>st</sup> March 2023

**Final report to Ingol & Tanterton Neighbourhood Council. *Presented by Bill Shannon, Intact Chair.***

At its meeting on 26<sup>th</sup> October, the Neighbourhood Council reviewed the **UNITE Community Partnership's** ideas for a Warm Space programme, and resolved (102/22) to gift to the Christian Fellowship a hot water boiler and a toaster, to award a grant to Intact for a heating system, and to pay for posters and flyers to advertise the scheme. At its November meeting, it was reported that the Warm Spaces leaflets and flyers had been printed and distributed, and that the programme was under way. The flyers referred to some **80** events and activities taking place throughout each day, and throughout the week, involving Intact, Tanterton Village Centre, Tanterton Christian Fellowship, and other partners including Ingol Library, Ingol Methodist, Ashton Methodist, Cottam Community Centre, St Margaret's Parish Hall and Holy Family Church.

At its meeting on 23<sup>rd</sup> February, the Unite Community Partnership discussed and shared experiences on the programme. The main conclusions were that the programme had been well promoted, but had been slow to take hold, especially as regards evening events. The feeling was that 'warmth' alone was not enough to bring people in – there had to be some activities, such as Friendship Groups, craft groups and games: in other words, it was clear that *social space* was just as important as warmth.

Intact, TVC and Tanterton Christian Fellowship all reported that they saw relatively little extra usage by new faces, but more engagement from current users – although the Christian Centre reported their Tuesday Coffee Stop had brought in new non-church goers, people who now enjoy each other's company, even though most of them did not know each other a year ago. Intact's specific warm space (promoted) programme has attracted **72** people since it started. More importantly, the Warm Space provided a mechanism to build on what Intact was already doing, and add new types of activities to the sessions that were created through the UNITE Warm Space initiative. In practical terms, this means that people that initially came for the warm space, were also able to attend Intact's other social activities, such as craft sessions, bingo, Friendly Friday etc.

Opening additional hours, especially in the evenings, also brought its own problems, not least, in the case of Intact, a significant increase in the monthly fuel bill arising not because of increased unit costs (as they are fixed by contract), but from the extra usage. Arising in part from this programme, Intact had in addition secured a grant from Cadent to deliver a 'warmth project' over the next two years, using the Monday, Wednesday and Thursday warm space sessions to bolt on other activities such as carbon monoxide awareness workshops (**44** attendees) and slow cooker classes (**12** attendees).

The key learning for future years was that, after two to three years of COVID restrictions, tackling social isolation would seem to be more important than merely helping people keep warm. There is a clear and growing demand for social events and activities tackling loneliness and isolation – and that this is at least as big a problem as the Cost of Fuel Crisis. People will not come out of their homes just to seek warmth – but they **WILL** come out to socialise and/or learn - in a warm environment.

## **What we've spent**

**Please see attached Excel Spreadsheet.**



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