



FOOD RESILIENCE TOOLKIT

An easy guide to support those experiencing food insecurity



Leeds Food Aid Network



This toolkit updates the 2021 Building Food Resilience toolkit that was produced to support food aid provision across the city and to help service users build food resilience.

Contact:
info@foodwiseleeds.org.

INTRODUCTION

Following on from the First Edition of the Building Food Resilience Toolkit, the central approach remains the same: to support a city-wide approach on how to provide compassionate, practical support to people experiencing food insecurity, while aiming to build resilience, so that food aid users are less likely to need emergency support in the future.

Circumstances have changed a lot since the first version, e.g. an increasing number of people experiencing food insecurity, greater demands on smaller supplies of surplus available and a growing Cost of Living crisis, with the food aid response needing to respond accordingly. In this update we have summarised information and guidance to support common organisational and service user challenges.

We would also like to recognise the immense progress that food aid providers have made in responding to these challenges, which has meant adapting and evolving their provisions, whilst continuing to meet the growing needs of food poverty in Leeds. There is certainly a wealth of insight and practical learning to share across food aid providers and their partners.

To develop this second version, we have spoken to food aid providers across the city about their experiences delivering food aid and supporting service users to build resilience, and reflected on feedback on the previous version. We have collated this insight to inform the update and share examples of innovative practice. We would like to thank everyone who has contributed to this process to produce this version of the toolkit and to their continued commitment to improving food security for the people of Leeds,

In this toolkit we aim to share information relevant to food aid providers in the following three sections:

1. Building organisational resilience – sharing information on, and innovative solutions to, common issues and how to utilise local networks and delivering in practice.

2. Helping the people we support to build resilience – information on how to have helpful conversations, local and national support services and supporting those in crisis.

3. The bigger picture of food resilience – details on citywide work and national campaigns aiming to tackle the root causes of food insecurity.



CONTENTS

	Page
1 <u>ORGANISATIONAL RESILIENCE</u>	
1.1 Models and resilience	5
1.2 Local networks	8
1.3 Food sourcing and supply	13
1.4 Funding	17
1.5 Delivering food provision	21
1.6 Volunteers	26
1.7 Increasing demand	30
2 <u>HELPING PEOPLE BUILD RESILIENCE</u>	
2.1 Building relationships	33
2.2 Help and support for Benefits	38
2.3 National support schemes	40
2.4 Local support and signposting	41
3 <u>THE BIGGER PICTURE</u>	
3.1 National Networks	51
3.2 Strategic Context for Leeds	52
4 <u>APPENDIX</u>	
Tackling Food Insecurity Charter	
Building Food Resilience model	
Example volunteer policy	
Example volunteer code of conduct	
Example referral form	

1 ORGANISATIONAL RESILIENCE

1.1 Models and resilience

What is resilience?

This toolkit aims to help people build food resilience in alignment with the goals of the Leeds Food Strategy: Mission 2 - “Working to give everyone in Leeds access to nutritious food as part of a diverse, inclusive and vibrant food economy” and the Tackling Food Insecurity Charter featured in Appendix 1. We encourage all Food Aid Providers to sign up to the principles with the Food Charter [here](#).

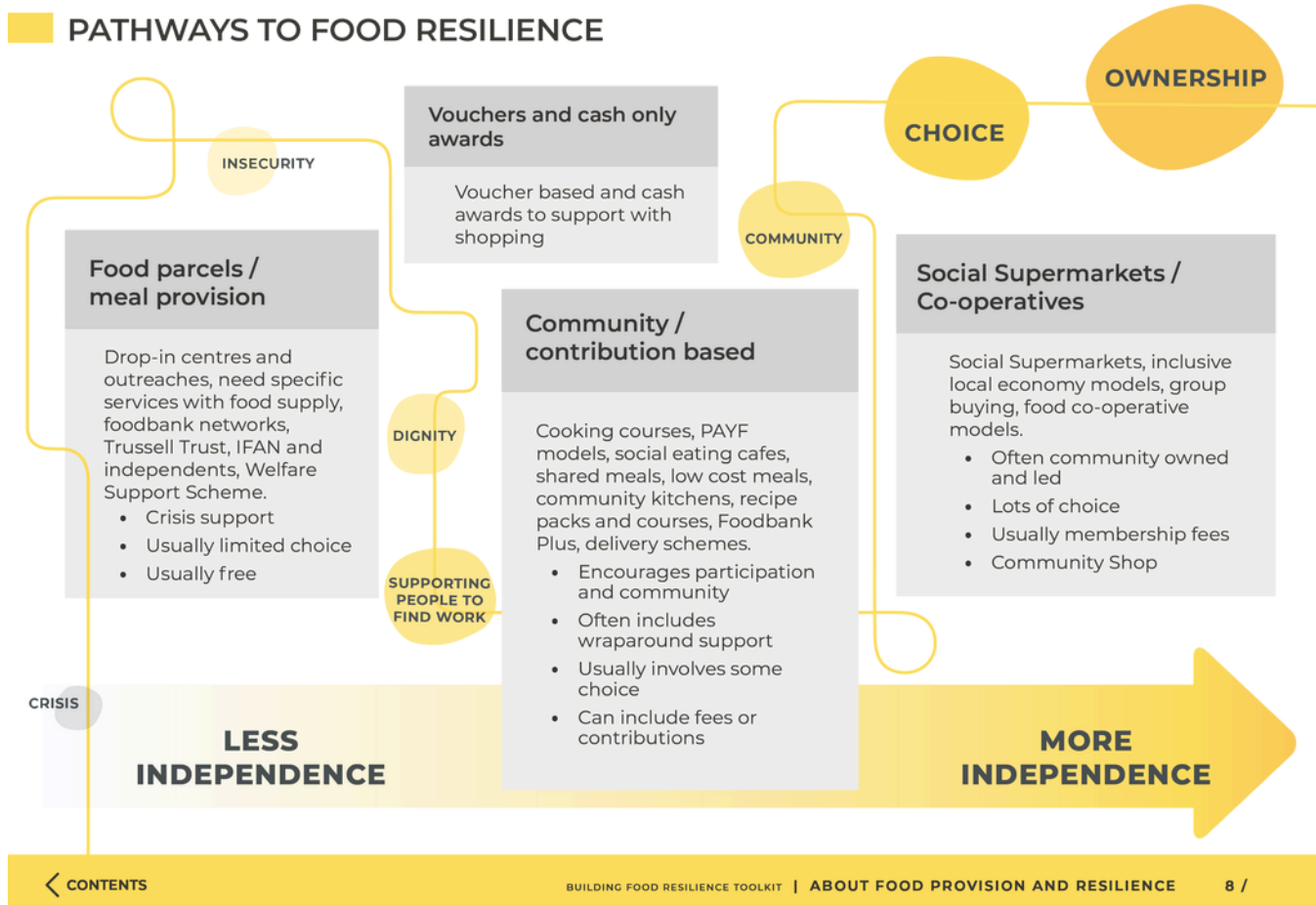
Resilience is the ability to prepare for, withstand, and recover from a crisis or disruption. When we talk about building food resilience, we take a holistic approach of working with providers, building networks of support and offering services. Building food resilience is vital for individuals, their communities, food aid providers and Leeds food system partners to support people back to food independence. We are working towards a shared vision that everyone in Leeds has access to healthy, sustainable, and fair food. To build food resilience in Leeds we need to ensure support is available for both people in crisis needing emergency support, and people needing long-term support to tackle the root causes of food insecurity.

The need to build food resilience has never been greater: both global and national factors have combined to create negative impacts on food security in the UK.

Global factors include climate change, the Covid pandemic, and national factors include austerity, changes to agri-food import supply, and the ongoing cost of living/inflationary impact on food and fuel prices, as well as mortgage and rental outgoings.

There is recognition that these factors disproportionately affect those households living with the greatest levels of deprivation, but are likely to affect a growing proportion of our citizens and partners.

Pathways to food resilience



Appendix 2 -

provides a larger copy of the Leeds Building Food Resilience model showcasing all the food aid provision types operating across Leeds

1.2 Local Networks

Food Aid Network

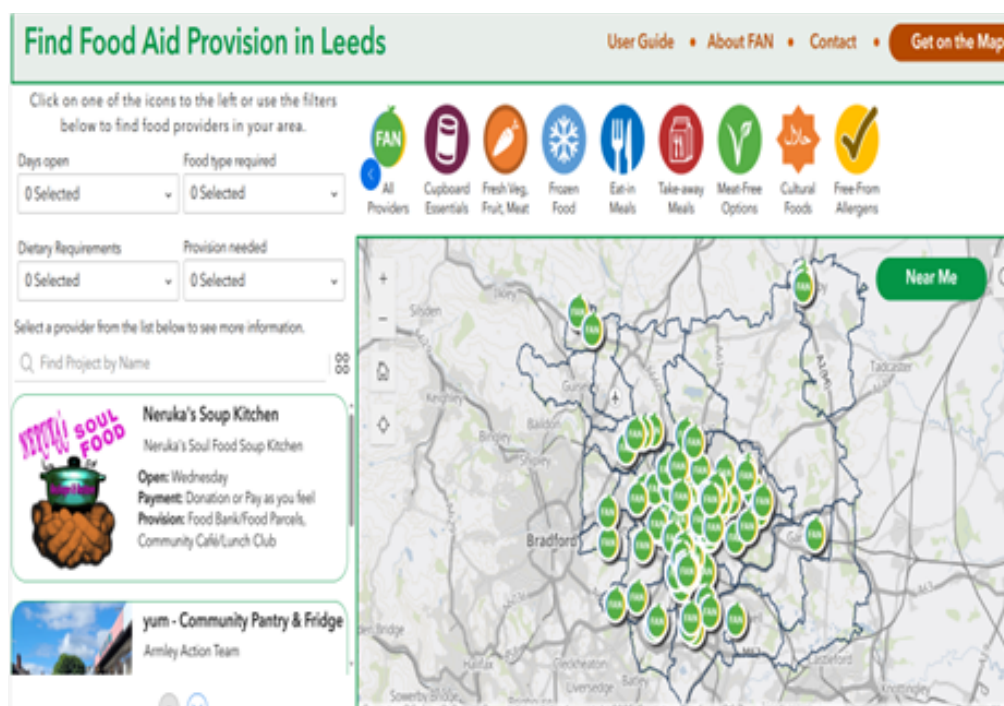
- The Leeds Food Aid Network (Leeds FAN) is an informal network tackling food poverty in Leeds. It brings together food provision services in the city which benefit people experiencing food poverty or food insecurity. These include drop-ins, soup kitchens, outreaches, foodbanks (both Trussell and independent foodbanks), cafes, food pantries, affordable food club membership, and food suppliers. Crucially, Leeds FAN also liaises with city partners, providing an important conduit to improve coordination and communication.
- [How to join Food Aid Network - https://leedsfoodaidnetwork.co.uk/contact-us/](https://leedsfoodaidnetwork.co.uk/contact-us/)

Food Map

Leeds FAN, Leeds City Council and partners have collaborated to update the food aid provision map, which maps food provision across Leeds.

The Leeds FAN website hosts the geographical map to show where projects and services are based and can give further information about location, website details, eligibility and how to refer.

The map can be found at: <https://leedsfoodaidnetwork.co.uk/find-emergency-food/>



The aim of the map is to help:

- Direct the public to food support helping to ensure people get the right support at the right time.
- Neighbouring organisations collaborate more easily e.g. sharing excess surplus, connecting users to other local support etc.
- Understand the provision in the city.

Food aid providers are encouraged to add information about their project onto the Leeds Food Map. The simple form to register can be found at: <https://leedsfoodaidnetwork.co.uk/find-emergency-food/>

Projects can choose to make their information publicly available to support signposting, or to share for information purposes only i.e. to help strategic partners understand the picture of food support across Leeds.

Data submitted via the form will be recorded on the map as provided. New entries undergo a verification procedure before appearing on the map, which may introduce some delay.

Should your project have a specific end date, please specify, and the information will be removed from the map accordingly.

If projects have any issues with submitting data, or for general queries or concerns please contact:

<https://leedsfoodaidnetwork.co.uk/contact-us/>

Other Networks

- **Cultural Food Hubs** -. Leeds recognises the importance for people's dignity to be able to access culturally appropriate food. The cultural food hubs provide culturally appropriate food supplies and parcels, e.g. for Eastern European, South Asian, Middle Eastern, African and Caribbean communities. The cultural food hubs, Give a Gift and Hamara, provide support directly to individuals as well as other organisations. Hamara supports community organisations across the city (North, South, East and West). Please note there is currently a waiting list. For more information, contact Admin@hamara.co.uk <https://www.hamara.org.uk/our-services/projects/cultural-food-hub/> Give a Gift supports a large number of families, individuals and schools across East Leeds. <https://giveagift.org.uk/2024/04/12/cultural-food-hub-2/>
- **Leeds Food Pantries Network** - The Food Pantries Network offers an informal opportunity for providers operating pantries to share issues, ideas and network in a relaxed way. Food pantries generally operate by enabling vulnerable people to pay a small fee to receive a choice of food items each week. For more information or to join the network please contact: Marcia Cunningham Marcia.Cunningham@leeds.gov.uk
- **The Food Savers Network** helps independent paid for food aid projects build their clients' food resilience by allowing clients to save while they shop, an opportunity that is often out of reach for people in food poverty. Clients pay £1 more for pantry food and save £1 a week into a credit union account, facilitated by Food Savers. The network started in Bradford where so far 548 saver members have saved a combined £47,000, and it is now being rolled out across Leeds. For more information: <https://foodsavers.org.uk/>

- **Leeds Community Anchor Network (LCAN)** - The Leeds Community Anchor Network currently comprises 28 local organisations supported by Voluntary Action Leeds that have built partnerships with other local organisations to provide a wider package of support to local citizens. They build on local citizen-led activities and partnerships and they also connect to city partners and city-wide strategic work. You can find your local community anchor here: <https://doinggoodleeds.org.uk/networks-forums/leeds-community-anchor-network/>
- **Franchises** - There are also some food aid franchises that providers can join that can help with training, volunteer policies and food sourcing, e.g.:
 - **Your Local Pantry:** They help community organisations set up and run pantries. They provide handbooks, pantry management software, procedures, marketing, networking, partner discounts, training and support. Find out more: <https://www.yourlocalpantry.co.uk/>
- **Feed Leeds** - Feed Leeds is a sustainable food growing network – encouraging and connecting individuals, communities and organisations in Leeds. Being a network rather than a project, they tend not to grow food specifically, but aim to help growers and other food projects with advice, contacts, lobbying as needed, and most committee members are involved with various growing or other food-related projects - <https://feedleeds.org/>

Innovative practice

Horsforth and Kirkstall pantries

The Horsforth and Kirkstall Pantries adopt a collaborative approach and use their local networks to share surplus food and combat food waste. They have developed close relationships with local organisations to maximise the impact of the surplus food they receive from FareShare, Rethink Food and the Foodiverse app*.

- Horsforth Community Cafe receives surplus food from Rethink and also from local Tesco stores via the Foodiverse App on Mondays, which shapes the menu for lunch that day. The cafe is run on a Pay As You Feel basis and run by volunteers. Any waste food that is inedible is composted.
- On Tuesdays, there is a Food Pantry in Horsforth at a purpose built building in St James church and any usable surplus from the cafe is brought here. The Horsforth pantry also has a FareShare delivery of surplus food that is utilised on the Tuesday
- On Wednesday there is a Food pantry in Kirkstall in St Stephen's hall. As well as their own FareShare and Rethink deliveries, Kirkstall receives any usable surplus from the Horsforth pantry. The Foodiverse app for the local Tesco stores is also used to collect food for this pantry.
- Any food not distributed on Wednesday is collected by the Rainbow Junktion project based in Burley, which they use for meals and food parcels for the local community.
- Any food wastage from the Kirkstall pantry that is inedible is then sent to compost at Kirkstall Valley Farm.

* The Foodiverse app is used by local shops to get rid of any surplus stock



1.3 Food sourcing and supply

Rethink Food

- Rethink Food redistributes good quality surplus food into schools and community groups throughout Leeds and Bradford. They also offer educational programmes aimed at raising awareness about food waste, nutrition, and sustainable living practices. These programmes are designed to empower students and community members with knowledge and skills to make informed choices about food and the environment. Contact Suzanne Ward, the Community Group Liaison, to find out more suzanne.ward@rethinkfood.co.uk or visit: www.rethinkfood.co.uk

FareShare Yorkshire

- FareShare Yorkshire tackles food poverty by intercepting quality surplus food from hundreds of food sites. This food – enough for millions of meals each year – would otherwise be wasted on an industrial scale. Individuals cannot access this service, only not for profit organisations.
- Membership to access a weekly order of surplus food is available through an application process and ongoing adherence to criteria. It can be accessed through delivery or collection, used for food aid or initiatives that are not directly aid related e.g., elderly lunch clubs. There is a cost to access this service, but the contribution made only covers half the true cost of delivering the service. FareShare Yorkshire endeavours to fundraise the rest, and most charities benefit from £7 worth of food for every £1 they contribute towards the service, depending on their food preferences.
- Frontline organisations that become ‘Community Food Members’ also benefit from the help of the FullCrumb Kitchen at FareShare Yorkshire. This provides accredited food hygiene training, train the trainer lessons, masterclasses led by food professionals and rapid recipe support (search @fullcrumbkitch)
- Workshops on money matters, physical and mental health and getting into work are provided to build resilience and food security. Email rachelmorgan@fareshareyorkshire.org for more information on this and employability opportunities at FareShare Yorkshire.

Using surplus wisely

- Effective utilisation of surplus food is a crucial strategy in addressing food insecurity and building resilience within communities. Surplus food, often sourced from supermarkets, restaurants, and food manufacturers, can provide a valuable resource for food aid providers. To maximise its impact, it is essential to implement efficient distribution systems that ensure food reaches those in need while minimising waste. The availability of surplus food can be inconsistent, so it should be used as a complementary part of the food aid offer, integrated with other reliable food sources. This involves careful planning and coordination to match surplus supplies with demand, including understanding the types of food available and their nutritional value. Additionally, educating service users on how to store, prepare, and cook surplus food can extend its usability and nutritional benefits.

Business surplus

- Businesses can support food aid providers in a number of ways by coordinating donations or possibly offering funding to support food purchase. The best approach is to reach out to local businesses to share what you are doing and consider what they can do to help. You could speak with your local supermarkets and independent food shops (greengrocers, butchers, bakeries, refill shops and corner shops, etc.) to see if they can offer support with discounted or surplus food. Consider which food shops and outlets are in your area to develop a place-based network and avoid duplication with other food aid provider arrangements.



Champions in Supermarkets

- Supermarket Community Champions are staff within major supermarkets that help and support local community organisations with volunteering, providing food and when available, access to funding via their plastic bag schemes or their own general pots of funding. Visit your local supermarket and ask for the Community Champion, or the Manager if they are not available.

Donations

- Supermarkets and shops now often host donation points to allow customers to donate as they shop. It can be beneficial to build local partnerships so your organisation can receive these donations.

Innovative practice

Connecting Crossgates Community Fridge

- Connecting Crossgates Community Fridge has built relationships with local businesses to supply donations for their fridge. They established these partnerships by reaching out to local businesses and promoting their fridge online. They have established a range of partnerships including direct donations and customer directed donations, from businesses such as Blue Cross, One Stop, Arla Foods Leeds, Manning Stainton, Pets at Home, Virgin Money and Tesco.



Buying Food

With less surplus food now available in the supply chain, many food aid providers are increasingly buying food to supplement their offer. Some supermarkets, such as Morrisons, offer an online bulk buying service. Other wholesalers and cash and carry stores may be able to offer a discount on bulk purchases. Consider forming a co-op or small buying group to collectively purchase bulk items, which is being done in other cities. Whenever you are purchasing food, try to make a personal connection with the manager and share the impact of your work as this may lead to better discounts and/or donations on top of what is being purchased.

Collecting Food

After speaking to many food aid providers there were concerns about capacity to collect food. Helpful tips include being aware of other food aid providers who are operating in close proximity to look at sharing resources i.e. volunteer time, van and car space. Some providers had also negotiated support from other local charities who own a minibus or van to support with collecting food.

1.4 Funding

Household Support Fund

The Household Support Fund (HSF) has provided grants to over 70 food aid providers in Leeds with funding passed through Leeds Food Aid Network (FAN), coordinated by Unity in Poverty Action (UPA) and Leeds Christian Community Trust (LCCT). Additional funding support has also been distributed to other smaller organisations through Forum Central/Leeds Older People's Forum and the Leeds Community Anchor Network. HSF funding has also been spent directly by the Council to support vulnerable households, including direct cash assistance linked to receipt of Council Tax Support and through the Local Welfare Support Scheme. In addition, some money has been made available to other Council Departments, including Children & Families, Leeds Housing Options and Housing Leeds, to support individuals and families engaging with their services and who are in need.

The fund has previously been extended annually or biannually. On 30 October 2024, the Chancellor of the Exchequer announced that HSF would be extended for an additional twelve months, from 1 April 2025 to 31 March 2026. It is currently uncertain whether the fund will be extended beyond this period. It is recommended that food providers join the Leeds FAN mailing list and attend quarterly meetings to stay informed about the availability of small grants and receive updates in respect of the HSF.

Doing Good Leeds

A regularly updated document of key funding opportunities is produced and available to download.

<https://doinggoodleeds.org.uk/support-for-organisations/funding/>

The document lists details about current funding opportunities for voluntary and community groups and organisations in Leeds – including grants, contracts and social finance (loans). This document is also emailed out to the Leeds Funding Support Network mailing list.

Funding Leeds

Funding Leeds is a public and third sector partnership helping the voluntary, community and social enterprise sector in Leeds find the funds to achieve their vision. It is a free online platform.

[Home | Funding Leeds](#)

Leeds Community Foundation

(LCF) supports hundreds of charities and voluntary groups across the city, addressing inequalities and working together to help create opportunities for those that need help the most. LCF invests in these groups by distributing grants and sharing advice.

Sign up for grant notifications at:

www.leedscf.org.uk/grants-notifications

Leeds Community Foundation

Phone: 0113 242 2426

Email: info@leedscf.org.uk or

grants@leedscf.org.uk

www.leedscf.org.uk

Other Funding Sites and Sources

Voluntary Action Leeds - funding roundup

VAL produces a regularly updated document which lists current opportunities and sources of grant funding for Voluntary and Community Groups in Leeds.

<https://doinggoodleeds.org.uk/sources-of-grant-funding-for-voluntary-and-community-groups-in-leeds/>

Grants Online

To alleviate the impact of the cost of living crisis, support organisations such as charities and community groups, as well as individuals, can apply for a range of grants. Grants Online is in the process of pulling these funding sources together and to list them in one place.

View their website here.

<https://www.grantsonline.org.uk/cost-of-living-grants.html>

Charity Excellence

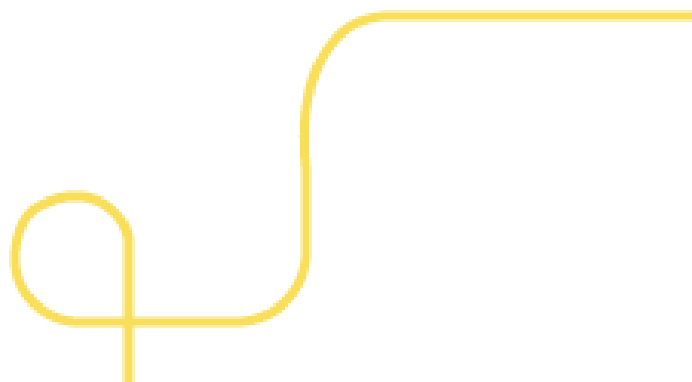
The Funding Finder database is a trusts and foundations directory. It also has links to 100s of other free grant funding databases and online funder lists, giving you click through to more funding than any other directory. View their website here.

<https://www.charityexcellence.co.uk/Home/FundingFindersResources/>

Groundwork

Hosts open grants to assist community organisations to deliver locally. Check their open grants here:

<https://www.groundwork.org.uk/apply-for-a-grant/>



1.4.2 Tips Applying for Grant Funding

Voluntary Action Leeds provides a range of support and practice help:

For bid writing support, contact kaye.wilson@val.org.uk

To join their Leeds Funding Support Network, sign up here VAL mailing list or join their Facebook group [Leeds Funding Support Network | Facebook](#)

Leeds Community Foundation has example applications here:

<https://www.leedscf.org.uk/open-grants/> and explains the process here:

<https://www.leedscf.org.uk/applying-for-a-grant/>

How to write a great application for community grant funding – checklist. Information source <https://www.groundwork.org.uk/project-fundraising-tips/>

Bid Writing Support

VAL's Project Worker can give support to organisations and small groups to help strengthen funding bids through giving feedback on draft bids, or help with identifying funding or fundraising planning. Get in contact with: kaye.wilson@val.org.uk

Funding Support Network

Sign up to the Funding Support Network mailing list

doinggoodleeds.org.uk/support-for-organisations/funding

Facebook: facebook.com/groups/1348899201825821



1.5 Delivering Food Provision

When providing, or making plans to provide food to people experiencing food insecurity there are a range of factors to consider.

Co-location / location of activities and support service

Many food aid providers are working alongside partner agencies to provide support to local people to either:

- tackle the root cause of food insecurity
- provide engagement activities to develop social connections.

There are many examples of onsite or nearby activities including working with partners who can support people's debt and money management such as [Money Buddies](#); housing support services; healthy living services i.e. smoking cessation, arts and craft organisations; Third Sector partners organising activities such as clothes swaps and school uniform exchange; and Local Councillor surgeries. Using the Leeds Food Aid Map on pg7 to see who is operating in close proximity, projects can collect information to support local signposting to onsite or nearby support that other providers may be offering. Please note in some cases hosting a service at your provision can require funding.

Innovative practice

Gipton People's Pantry

Gipton People's Pantry runs weekly at The Old Fire Station in Gipton, a key community hub with a busy cafe. The Old Fire Station is a welcoming environment used by many in the community and the base of a number of Third Sector partners in the area. The pantry offers three items for £1.00 on most food items, with some items free and premium items costing more. The pantry's location in a community hub allows for good relationships and referral pathways to other organisations.

The "*Clothing Rebellion*" Clothes Sale runs alongside the pantry, stocked from donations which are also upcycled or repaired onsite, so nothing goes to waste. There is also a free school uniform stand for parents to access. They create a non-judgemental environment and build relationships to understand service users' issues. They find that having a secondary activity like sewing helps this, and they sew bags to sell in the shop to help fund their activities as a social enterprise.

Innovative practice Pudsey Community Project

PCP runs a food bank alongside their pantry. They started with emergency food parcel deliveries during the pandemic and are now a five-year-old registered charity, providing both emergency and pantry food aid. They have had success in moving people from free parcels to pantry food support, with far fewer emergency parcels delivered. They provide people with up to 3 weeks of emergency food and then invite them to move to the pantry, supporting 400-500 people each week. The pantry operates as a membership food club (£6 for £25 worth of food) supporting 110 households a week, with £1 going into their credit union savings account as part of the Food Savers network. "Resilience means having more tools in the toolkit to support people with."

During Covid they used to measure their success on the number of food parcels they gave out, but now they measure their success on how many they avoid giving out -through signposting support and wider help.

Extra support they provide includes: free used kids clothes (Reduce Reuse is a citywide scheme giving out over 300 bags of clothes a month, which annually will save a million litres of water and around 160 tonnes of CO2, equivalent to driving a car 30x round the world), 7 youth group sessions a week (including teen cooking skills), an older people's lunch club, bereavement support and a repair café. They have excellent relationships with local organisations like the children's centres, local schools, housing and health/social care. Their staff include a full-time signposting co-ordinator.

They aim to empower clients to save money and maximise their incomes in order to reduce reliance on ongoing support and help people "weather the storms of life". PCP notes as a creative example of food-sourcing that they have built a relationship with a local primary school to collect their unused excess FSM milk."

Maintaining Dignity and Respect

There are four core principles of dignified food support taken from the Alliance for Dignified Food Support:

Welcoming - providing an inclusive and welcoming space; minimising barriers to access; providing spaces to share food

Transparent – offering clarity about what those providing and receiving support can expect; providing information about the community food project, how it works and why

Person-centred – ensuring that interactions are respectful and compassionate; including appropriate safeguarding culture and practices; where possible, offering a choice of food (or the provision of vouchers and hardship grants)

Empowering - offering opportunities for staff, volunteers and members to share their views, so that people with direct and relevant experience contribute and are involved in decision-making; creating opportunities for members to contribute in a range of ways (money, time, skills, etc.)

More information can be found at:

<https://www.alliancefordignifiedfoodsupport.org.uk>

White Goods

The fridge freezer donation scheme is run in partnership between Leeds Food Aid Network and Leeds City Council.

One American-style Fridge Freezer is received per month. The scheme occasionally also receives 50/50 style fridge freezers, but this is subject to availability. They have been donated by a supplier in Leeds.

To find out more or to apply, please email

emma.schofield@leeds.gov.uk or davepaterson.upa@gmail.com

Food Safety

With so many people now accessing the growing array of food aid, it is crucial that all food aid providers comply with food safety requirements in particular the labels for “use by” and “best before”. This maintains trust by funders and service users alike. Training and support is available:

- Food aid projects that are planning to provide and/or deliver food or meals to the public should be registered with Environmental Health and should have completed Food Safety Level 2 training as a minimum
- Food aid projects should follow the Food Standard Agency's guidance on good hygiene practices in food preparation and implement a [Hazard Analysis and Critical Control Point \(HACCP\)](#) processes.
- For queries and/or advice contact: food.safety@leeds.gov.uk
- To register your community project with Environmental Health, complete the online form : www.leeds.gov.uk/environmental-health-for-business/food/register-a-food-business
- For further general food safety information visit: www.food.gov.uk/business-guidance/business-guidance/food-safety-management-for-businesses
- For more information on food safety for community cooking and food banks visit: www.food.gov.uk/safety-hygiene/food-safety-for-community-cooking-and-food-banks

Food Requirements

Cultural food

Cultural food requirements should be accommodated. For more support with cultural food, please contact:

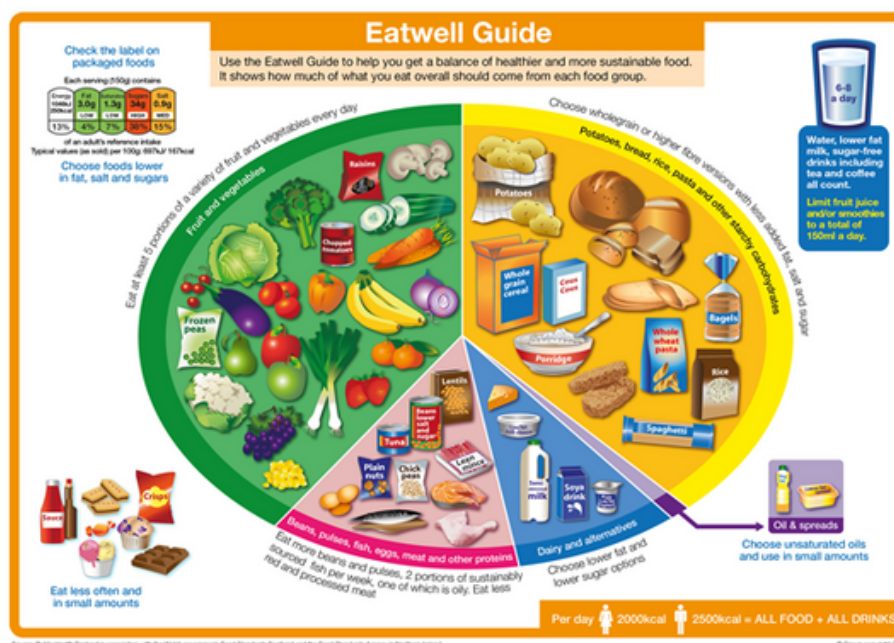
- Hamara - Supporting Community organisations across the city (North, South, East and West) - admin@hamara.co.uk
- Give a Gift - Supporting a large number of families, individuals and schools within East Leeds - admin@giveagift.org.uk

Dietary Food Needs

Dietary requirements should be accommodated. The most common dietary restrictions can be <https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses>

Nutrition And Recipes

- Food aid providers should aim to include healthy eating information and healthy eating opportunities for individuals and families alongside their food aid provision.
- The Eatwell Guide is a visual tool that shows the different types of food and proportions that are needed to maintain a well-balanced and healthy diet. Food aid projects should consider how the Eatwell Guide can be used to inform their food offer. The [Leeds Public Health Resource Centre](#) stocks a range of Eatwell Guides to highlight different cultural requirements including Eastern European, South Asian and African Caribbean.



Recipes, Tips and Ideas

For simple, nutritious recipes visit the Food Wise website <https://foodwiseleeds.org/>. The FoodWise website is being developed to become a local portal for food budgeting, healthy eating and cooking skills resources. The website contains useful resources such as the FoodWise Recipe Hub. Other useful sites to find ideas on recipes include FareShare and ReThink

1.6 Volunteers

Volunteering provides substantial benefits to the Food Aid Network; it also provides significant benefits to the volunteers themselves. The personal benefits of volunteering need to be recognised and fostered. Importantly, volunteering is always a matter of choice and is a legitimate activity when conducted through an agency or community association. Volunteering is not a substitute for paid work. Accordingly, volunteers want and need to feel supported and valued during their volunteering. At the same time, the agency or community group needs to ensure volunteers are working to the standard required. There are key steps agencies and community associations can take to support volunteers, to respect their rights and to ensure that they deliver on their responsibilities. This will also help your volunteers to feel supported and valued.

A **volunteer policy** will demonstrate your commitment to volunteering whilst ensuring that you treat all volunteers with fairness, make consistent decisions and inform volunteers what to expect from your organisation.

A **volunteer handbook** is a resource designed to help prepare volunteers for their roles. A volunteer handbook may serve several functions, but it most often documents information volunteers need to know to understand your setup, its purpose, what you expect from them when working with you, and more.

A **volunteer agreement** provides a written reference of the specific relationship between the volunteer and the agency or community association. It should clearly set out what is expected of the individual volunteer and what their personal commitment is. It explains what the volunteer can expect from the agency or community association.



A volunteer code of conduct sets out expectations for behaviour in the areas of integrity, objectivity, confidentiality, professional behaviour and competence. It is appropriate for even the smallest of community associations to produce a code of conduct to minimise risk, to protect volunteer wellbeing and to ensure compliance with the law.

A safeguarding policy and procedure needs to be in place for any volunteers that you engage, whatever age.

Successful volunteer programmes strive to build a healthy working culture focussing upon the 3Rs of volunteering: recruitment, retention and responsibility. The 3Rs of volunteer programmes are interdependent for success. Without recruitment, you can't grow your volunteer base, but without effective retention, those efforts go to waste. Finally, without proper responsibility, you cannot ensure that volunteer efforts will help you reach your larger goals.

Useful Links

- Leeds Volunteering Strategy <https://doinggoodleeds.org.uk/leeds-volunteering-strategy/>
- Volunteering Handbook: <https://cdn-doinggood.b-cdn.net/wp-content/uploads/2020/09/VOLUNTEERING-HANDBOOK.pdf>
- Volunteering Quality Mark- [Leeds Volunteering Quality Mark - Doing Good Leeds](#)
- Volunteer induction videos (incl. on safeguarding) <https://doinggoodleeds.org.uk/volunteer-induction-videos/>
- Other resources on supporting inclusive volunteering: <https://doinggoodleeds.org.uk/resources-for-volunteer-managers/>



Recruitment

Volunteer Centre Leeds helps individual people to find meaningful volunteering opportunities. They also offer advice and support to organisations and small groups to help them set up and manage a volunteering programme, and to recruit suitable volunteers.

Run and managed by Voluntary Action Leeds (VAL), the Volunteer Centre is based in Leeds Kirkgate Market in the food court area. It is open for pre-booked appointments from Monday to Friday 9:30am to 4:30pm. Volunteer Centre Leeds manages a dedicated Volunteering Platform powered by Be Collective, which helps to streamline the volunteering process for both volunteers and volunteer

[Leeds Volunteering Platform - Doing Good Leeds](#)

To see the standards that are set in good practice around volunteering:
[Leeds Volunteering Quality Mark - Doing Good Leeds](#)

Developing a Policy

What to include in your volunteer policy:

- How your agency or community association will recruit volunteers
- How it will make sure it treats all volunteers with fairness and equity
- How it will make changes to roles to make them more accessible
- The volunteer induction and training process
- How it will pay volunteer expenses
- The supervision and support process for volunteers
- Health and safety for volunteers
- Safeguarding issues and procedures for volunteers
- Confidentiality and data protection
- Problem solving and complaints procedures for volunteers.

The volunteer policy should reflect the size and nature of your organisation or group. It should cover all the important information, but not be so formal that it puts off new volunteers.

Consult your staff, trustees and volunteers before writing your policy. They'll likely have more ideas of what to include.

You should share your finished volunteer policy with your staff, trustees and volunteers. Ask if they need it in another format, such as large print or as an audio recording.

Review it at least once a year to make sure it remains useful and up to date.

A template volunteer policy features in [Appendix 3](#)

A template code of conduct features in [Appendix 4](#)



1.7 Increasing Demand

Supporting people back to independence can be a difficult and complex task. Food aid providers should keep in mind that the overarching aim of all provision should be to avoid dependency, build resilience, and support people back to a regular shopping experience. Food aid provision has evolved substantially from offering free food parcels to a range of different interventions, which are shown on the Building Food Resilience pathway on page 6.

We have heard from a range of food aid providers who have shared details about their provision, offering helpful tips and learning from their experience to support others looking to evolve their food aid provision. Learning from experienced food aid providers has shown that where people are continually returning for support and assistance, a good approach has been to offer more cooked meals. These can either be provided as a takeaway or by enabling people to sit down together in a community café setting. This approach enables opportunities for relationship building, time to consider individual needs and signposting to support services.

Other ideas include co-locating support services at the food aid project venue to assist with financial, welfare, health, housing, immigration, asylum, training and employment issues. Furthermore, it may be appropriate to start evolving food aid provision to a different model of delivery, i.e. developing a an affordable food club or food pantry model where people contribute something financially in return for food on a weekly basis and supporting members with their longer-term needs.

By working together and supporting people to address the root cause of food insecurity, we can enable people to return to a regular food shopping experience.



We are already seeing the impact of poverty on food security. As this continues to rise, and the number of people living in deep poverty increases, then solutions for tackling their food insecurity will become more complex.

There has been a sharp increase in demand for Food Aid: Leeds Food Aid data (presented to the Leeds Aid Network, June 2024) starkly illustrates the rapid increase in food poverty. From April 2023 to March 2024, Trussell Trust Food Banks in Leeds had given out 32,936 emergency parcels to people in Leeds. This represents a 14% increase from previous year, and a 36% increase from pre-pandemic levels.

Number of times people have accessed food banks or food parcel providers:

- 2014: 20,000
- 2022/23: 59,117
- 2023/24: 67,596

Number of food parcels given out informally without the need for a referral increased by 21%:

- 2022/23: 67,616
- 2023/24: 81,959

Number of meals provided increased by 54.3%:

- 2022/23: 92,353
- 2023/24: 142,459

Food pantry packs increased by 27.3%:

- 2022/23: 30,935
- 2023/24: 38,935

Referral Form

Capturing information from individuals using your provision can be helpful to understand how best you can provide support, or sources additional information. Some food aid providers choose to use a referral form, which can be helpful as a record that can be used to reflect upon or to help with monitoring usage of food aid provision. Other providers may use a case management form or a series of questions that they find helpful to ask.

An example referral form is in Appendix 5.

*Please note your referral form should also provide a use of personal data statement, which provides details on how the data will be used and stored.



HELPING PEOPLE BUILD RESILIENCE AND SUPPORT SERVICES



2 HELPING PEOPLE BUILD RESILIENCE AND SUPPORT SERVICES

2.1 Building Relationships/ Helpful Conversations

Helpful Conversations

Making Every Contact Count (MECC) is an approach to behaviour change that utilises the millions of day to day interactions that organisations and people have with other people to encourage changes in behaviour that have a positive effect on the health and wellbeing of individuals, communities and populations.

Although the approach tends to focus on healthy lifestyles topics such as smoking, healthy eating and physical activity, the skill set is transferrable to help inform helpful conversations of any kind.

Your organisation, staff and volunteers may feel stressed about the idea of having conversations which help to identify the reasons people are in need of support. Often, these conversations can be packed full of emotion and it can feel overwhelming to try to work out how to provide support and which services might be able to help.



Here are some simple tips which might help inform conversations:

- Consider when to talk to people – there might never seem like the right time to begin a conversation. Sometimes it helps to start the conversation in a less direct way, trust your judgement. Also consider where to talk - it's best to find an area where you won't be disturbed.
- Try not to interrupt once someone has started talking and be non-judgmental.
- Keep to the topic at hand, and focus on the person you are in conversation with to consider their own next steps.
- Remember, a conversation is two-way, so make sure the other person is involved and not simply a listener.
- Think about who may also be able to help – you are not responsible for fixing, you may require support from other agencies working in the city.

A good guide available to support discussion about money can be found at:

<https://www.moneyhelper.org.uk/en/family-and-care/talk-money/how-to-have-a-conversation-about-money>



THE THREE A'S

A simple approach which can be used to guide conversations taken from the MECC approach is to use the 3As model.

ASK

ADVISE

ACT

Sometimes you may have the opportunity to set the scene for conversations. This could be by putting up posters in your food access projects that invite people to think about services that could support them i.e. Money Buddies, Citizen's Advice, a Community Hub.

Look for door openers to prompt a conversation e.g.

- Something they are looking at i.e. poster/leaflet
- Something you have observed i.e. multiple presentations
- Something they have mentioned in conversation
- Sometimes a door opener can be part of a routine i.e. today we are telling everyone about the Money Buddies service.



ASK - Use door openers to start helpful conversations and begin asking questions:

- How can I help you today?
- What are your longer term food plans?
- How important is it for you to get support for XXX right now?
- There are a number of issues which you have highlighted. Which issue would you like to work through first?

ADVISE - Keep the advice brief and pertinent to the person and the information that has been provided. You are not responsible for providing support to everyone you start a conversation with, there are many support services in the city which can provide help and further advice.

- Try to focus working on the person agreeing what their individual next steps might be and confirming any support needs they feel might be beneficial.
- We want the person to be the centre of the conversation....their thoughts, their motives, and not whatever issues we think would be best for them to consider. They are the expert on themselves.

ASSIST - Signpost the person to further information and support. (Including apps if relevant) Useful questions might be:

- Have you heard about our XXXXXX service?
- Have a look at the XXXXXX website...
- Here is the information number for support with your benefits.



Innovative Practice

Little London Pantry

This Pantry operates out of the Community Hub in Little London, it includes a cultural food pantry and also offers snacks while customers wait. The pantry shares their space with a number of groups and a variety of activities go on at the same time, so there is always something to do and a reason to stay and talk for a while.

The Pantry utilises a number card system to offer a respectful, dignified environment without outside queues. Each person can have their own time in the pantry and have a snack and a drink while they wait. The activities and meal gives volunteers a chance to support clients with any issue they are facing, build relationships and trust.

The leaders believe in getting to know clients, getting them involved in their local community. The project is organised by the community for the community. Their key location and time for talking allows them to direct clients to local services, including the local Councillor Surgery.



2.2 Help and Support for Benefits and Universal Credit in Leeds

The UK benefits system is complex and highly dependent on individual circumstances, meaning although individuals facing financial difficulties may qualify for various national benefits and financial assistance based on their circumstances, many people do not claim all support they are eligible for.

If someone needs help with their benefits, any of the organisations in the [Benefits Section of Leeds Money Information Centre](#) can help.

To find support using Leeds Money Information Centre you can visit the website or order printed materials from financial.inclusion@leeds.gov.uk

Every organisation on Leeds MIC provides free, impartial, and confidential advice. Advice is available via phone, digital and in person channels depending on the organisation.

Many people do not know that they can access benefits advice for free, or may feel worried or embarrassed about needing help. You can help to reassure people that they are doing the right thing by getting advice, and that they will not be judged. When discussing with individuals, referring to the helpful conversations section on page XX could be useful.



REMEMBER: Community Hubs in Leeds offer free, confidential, and tailored support and information under one roof including library services, free computer use and help to get online, housing services, customer services, job searching and other help and advice. You can find further details, including addresses, opening times and contact details here - <https://www.leeds.gov.uk/community-hubs>

Leeds Children's Centres can also provide a range of support services and signposting for households with a child under 5
<https://familyinformation.leeds.gov.uk/childrens-centres>

It is important that benefits advice is only given by those qualified to do so. Incorrect advice or information can result in significant changes to benefit claims or losses in entitlement, which cannot always be reversed.

If you would like to find out about benefits advice training for your organisation, please contact financial.inclusion@leeds.gov.uk

Other Support in Leeds

Local Welfare Support Scheme provides urgent support with food, energy and essential household items to those experiencing an emergency or crisis (eligibility criteria applies). Full details including eligibility criteria and the online application form can be found here - <https://services.leeds.gov.uk/Home/LocalWelfareSupport>

For information and advice about Council Tax Support, Free School Meals, Housing Benefit and other support available from Leeds City Council please visit: <https://www.leeds.gov.uk/benefits>

Healthy Holidays is our local name for the Department for Education's (DfE) Holiday Activities and Food Programme. Clubs run in Easter, summer and Christmas holidays, providing food and activities for school aged children eligible for income-related Free School Meals.
<https://healthyholidays.leeds.gov.uk/>

2.3 National Support

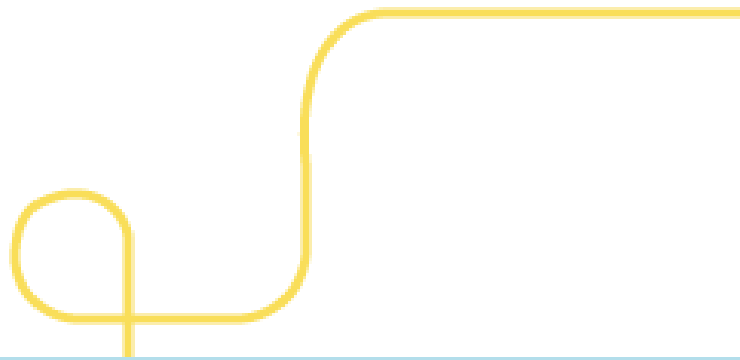
If an individual looks after children or plans to have or adopt a child, then they might find this information beneficial - [Benefits and financial support for families](#)

The Healthy Start Scheme provides eligible pregnant women and families with children aged under 4 years old with vouchers for milk, fresh, frozen, and tinned fruit and vegetables, fresh, dried, and tinned pulses, and infant formula milk. Free vitamins are also available.

Website: <https://www.healthystart.nhs.uk/how-to-apply/>

Email: healthy.start@nhsbsa.nhs.uk

Phone: [0300 330 7010](tel:03003307010) (Phone lines are open 8am to 6pm Monday to Friday, except public holidays)



2.4 Local Support and Signposting

Food Aid providers are well placed to understand the needs of the people they serve. It is good practice to explore the local signposting opportunities that are available in your area and across the city. Many paper-based leaflets and signposting information can be accessed from the Leeds Public Health Resource Centre (PHRC). The PHRC offers support to anyone with a responsibility for, or a professional interest in, public health or promoting health and wellbeing in Leeds, including volunteers.

For more information on what the PHRC can offer visit their website: www.leeds.gov.uk/phrc or contact them directly. Phone: 0113 378 6200 Email: phrc@leeds.gov.uk

Some useful resources include:

- Family Food Leaflet – provides a summary of useful information for families to reduce food costs
- Multicultural Food Tools – multiple resources visually showcasing different cultural foods
- Leeds Money Information Centre Resources – Directory of help and support available in the city in relation to money worries. The free range of resources includes:
 - Leeds Money Information Centre Website and interactive map
 - The Managing your Money Booklet
 - Business cards and posters
 - A5 flyers for specific advice types – debt and money, energy and utilities, benefits. Translated versions are also available.
 - Physical copies can be ordered by emailing financial.inclusion@leeds.gov.uk
- Debt Advice leaflets – provides area-based information on available debt advice
- Get help in Leeds cards - provides information on a range of support services available that may impact on your mental health e.g. Citizens Advice, housing

Further Signposting Support

The Leeds Money Information Centre website

<https://moneyinformationcentre.leeds.gov.uk/> provides details of agencies that offer free, independent, and confidential advice and support in Leeds. Organisations listed on MIC can help with a range of matters such as money, debt and benefits; housing; energy and fuel, employment support, gambling harms and domestic violence.

Other useful services highlighted during consultation with providers include:

Housing Support

Leeds Housing Options aims to prevent homelessness and offer advice and assistance to those in housing and homelessness related need.

<https://www.leeds.gov.uk/housing/homeless-or-at-risk>

Furniture Needs

Leeds and Moortown Furniture Store accepts furniture donations for redistribution to people in need of basic furniture. To make a referral for furniture or arrange a donation please call 0113 273 9727 Office hours Monday - Friday 9am-4pm

Zarach Beds

Zarach is a charity committed to helping children and families who are living in poverty crisis. They provide beds and support to families and children in need.

If you wish to make a referral, please email info@zarach.org_



St Vincent's Centre

St Vincent's Centre collects unwanted furniture and household items, which are then reused or resold. Due to high volume they are only able to accept referral requests from Leeds Housing Options directly and from the SVP 0113 248 4126 - hello@svp.org.uk

Leeds Community Trust

Provides goods such as cookers, beds, bedding, carpets, washers, removal costs etc. Anything that people desperately need but have no means of paying. <http://www.leedscommunitytrust.org>.

0113 237 9685 info@leedscommunitytrust.org

Clothing and Hygiene products

Clothes

Leeds Community Clothes Exchange

Operate a voucher scheme for free entry and clothes at their clothes swaps for people in need. Vouchers are distributed to local charities, food banks, homeless shelters, & refugee support services to pass on to the people who need them most. If you are involved in any projects who could benefit from the voucher scheme, please get in touch.

leedscommunityclothesexchange@hotmail.co.uk

<https://leedscommunityclothesexchange.com>

School Uniform Exchange

Leeds School Uniform Exchange makes it easy for families to pass on good quality school uniform that's no longer needed and, instead of buying new, find items of school uniform, for free. Zero Waste Leeds can also support people to start exchanging by setting up uniform sharing schemes at schools, online or in neighbourhoods across Leeds.

[Leeds School Uniform Exchange - Leeds School Uniform Exchange
leedsuniformexchange.org.uk](https://leedsuniformexchange.org.uk)

Leeds Baby Bank

Leeds Baby Bank aims to support families with children aged 0-5 experiencing poverty by providing essentials such as nappies and formula, clothing, toys, cots and buggies, etc. Leeds Baby Bank is a referral only service and accepts referrals from registered care professionals and voluntary organisations who are directly supporting an individual or family. To make a referral, become a professional referral partner by visiting the website:

<https://www.leedsbabybank.org/>

Toiletries and Cleaning Products

New Wortley Community Centre

New Wortley Community Centre is The Hygiene Bank hub for West Leeds. They store a range of hygiene products for residents to access. They believe that everyone has a right to be clean. They provide hygiene products for individuals and partner organisations and also take part in The Hygiene Bank national campaigns such as #itsinthebag. If you would like to make a referral for a family or individual please contact rhea.bentley@newwortleycc.org

Feminine Hygiene Products

Freedom4Girls provide period products to those in need in Leeds. They are committed to offering choice to all and ensuring that beneficiaries can access safe menstrual protection appropriate to their circumstances. Email: info@freedom4girls.co.uk or visit the website www.freedom4girls.co.uk

SUPPORTING MIGRANTS AND REFUGEES

Positive Action for Refugees and Asylum Seekers (PAFRAS)

PAFRAS is a charity supporting asylum seekers and refused asylum seekers who live in the Leeds area. They provide casework, mental health and food support every Wednesday from 9.45am at St Aidans Community Hall in Harehills. St Aidans Vicarage, Elford Pl W, Harehills, Leeds LS8 5QD

<http://www.pafras.org.uk/>

Abigail Housing

Abigail Housing help refugees and asylum seekers who need somewhere to stay.

<https://www.abigailhousing.org.uk/contact/>

Phone: 0300 1021951

Supporting Students

An increasing number of students have been struggling with the rising Cost of Living and inadequate maintenance loans and have been accessing food aid providers. Many students are unaware of the support that their students' unions and universities can provide for them in times of hardship. Universities have a pot of money for students to apply for in the form of hardship funds. Students should speak with their tutors who will help them access hardship funds. International students may have more difficulties accessing hardship funds but should still speak with their tutors and their students' unions.

Leeds Beckett University

Money Advice Line on 0113 812 5593. Is open Monday – Thursday between 10:00 and 12:00. For queries regarding the Hardship Fund or other discretionary funding, please contact the Money Support Officers at studentmoney@leedsbeckett.ac.uk or call 0113 812 6701

<https://www.leedsbeckettsu.co.uk/advice/#process>

The University of Leeds

Leeds University Union has an onsite free essentials hub with free food, like pasta, beans, and spices, and toiletries, like laundry liquid, sanitary products, and toilet paper.

Call 0113 3801 400

Email helpandsupport@luu.leeds.ac.uk

University Financial Assistance Fund

<https://students.leeds.ac.uk/funding-grants/doc/financial-assistance-fund/page/4>

Leeds Trinity University

Leeds Trinity University has a Money Advice Team and information can be found on their website <https://www.leedstrinity.ac.uk/study/fees-and-finance/managing-your-money/> and you can email them directly at moneyadvice@leedstrinity.ac.uk

Leeds Arts University

https://www.leeds-art.ac.uk/about-us/student-support/student-advice-and-wellbeing_

Call: 0113 202 8000

Leeds City College

To refer a student to the Welfare Team, please follow this link:

<https://docs.google.com/forms/d/e/1FAIpQLSfRYzLrHhncKdIARCUHI91v4JZ6Elyp9wj.p4ZFHHCU9dqBGEg/viewform>



Supporting People Struggling with their Mental Health

MindWell

MindWell is the mental health website for people in Leeds. Funded by the NHS, it brings together information about local and national services, as well as self-help tools and resources. Information is tailored to the different factors that may be causing worry and stress, for example money problems. www.mindwell-leeds.org.uk

MindMate

MindMate helps young people in Leeds find help with their mental health and wellbeing. It includes information for young people, their parents/cares and professionals working with young people.

<https://mindmate.org.uk/>

NHS 111

The NHS 111 mental health option is now live across West Yorkshire. People of all ages in West Yorkshire are able to access local crisis services directly by calling 111 and selecting the mental health option. The NHS 111 number is being rolled out across England as a universal point of access for people experiencing mental health crisis, ensuring that anyone can call NHS 111 for themselves or someone else and have 24/7 access to the mental health support they need in the community.

Supporting People Struggling with Addiction

Forward Leeds

Free confidential alcohol and drug support for people in Leeds. Helping adults, young people and their families.

Phone: [0113 887 2477](tel:01138872477)

Email: info@forwardleeds.co.uk

www.forwardleeds.co.uk

St Anne's Resource Centre

Phone: [0113 243 5151](tel:01132435151)

Email: info@st-annes.org.uk

www.st-annes.org.uk/skills-and-services/our-leading-services/substance-use/

Supporting Older People

Neighbourhood Network Schemes

The Leeds Neighbourhood Network (NN) support older people and comprises 37 voluntary organisations working across the whole of Leeds. The Neighbourhood Networks respond continuously and adaptively to older people's food insecurity, as well as to their food poverty where relevant. The map and list of NNs can be found here:

www.opforum.org.uk/activities-and-services/find-a-group-or-neighbourhood-network/

Leeds Directory

The Leeds Directory is an online source of information for services that can support people to live well in Leeds - www.leedsdirectory.org/ You can find information on trade services, community care and support services and activities and events. The site aims to connect people with checked and vetted trades and services. They offer the same Leeds Directory service over the telephone 0113 3784610 or by email via the helpline leedsdirectory@leeds.gov.uk

Supporting Disabled people

DIAL

DIAL aims to empower disabled people to overcome discrimination and disadvantage by raising awareness of abilities, choices, rights and opportunities. The service can support signposting and advice.

<https://www.dial-leeds.org.uk/>

Digital Inclusion Support

All Community Hub and Libraries enable access to the internet for free and have staff on site who can support with basic information.

Community hubs often provide digital skills training to address the digital divide and empower people, offering a safe space for those who may lack access to technology or online skills.

100% Digital Leeds (not public facing)

100% Digital Leeds work with partners across the city in many different settings – third sector, public sector, health and care – to strengthen digital inclusion infrastructure in communities to increase access, engagement and participation. <https://digitalinclusionleeds.com/our-work/our-approach>



THE BIGGER PICTURE



3 THE BIGGER PICTURE

3.1 National Networks

The Independent Food Aid Network (IFAN) supports and advocates on behalf of over 500 independent food aid providers operating across the UK. IFAN's vision is of a country without the need for charitable food aid where adequate and nutritious food is affordable to all. They provide: advice, guidelines, best practice, meetings, learning opportunities, reports collating member contributions and data, policy and media advocacy.

To find out more visit: <https://www.foodaidnetwork.org.uk/join-ifan>

Feeding Britain

Feeding Britain's work ranges from policy and research work to establishing and supporting regional partnerships. This includes supporting projects across Affordable Food Clubs, Healthy Holidays, Fuel Banks & Pathways from Poverty.

Information resources and best practice guidance can be found here:

<https://feedingbritain.org/what-works-centre/>

Information on their regional & national partnerships can be found here: <https://feedingbritain.org/about-us/where-we-work/>

They also provide monthly updates including free training and information resources.

You can join the network by signing up here:

<https://feedingbritain.org/support-our-work/join-the-network/>

<https://feedingbritain.org/>

West Yorkshire Food Poverty Network

The West Yorkshire Food Poverty Network - of which Leeds FAN is a partner - exists to bring together representatives from Calderdale, Kirklees, Leeds, Wakefield District, Bradford / Keighley to tackle food insecurity more effectively in the region.

<https://feedingbritain.org/location/west-yorkshire-food-poverty-network/>

3.2 Leeds Strategic Context for Food

Leeds Food Strategy

The Leeds Food Strategy sets out the city vision for the future of how food is produced, consumed, and disposed of food across the local authority district.

At the heart of this strategy is the vision for Leeds to have a vibrant food economy where everyone can access local, healthy, and affordable food that is produced in ways that improve our natural environment and embrace new techniques and technologies.

<https://www.leeds.gov.uk/plans-and-strategies/leeds-food-strategy>

Food Wise Leeds

FoodWise is the driving force for good food in Leeds. We aim to create a healthy, sustainable, and fair food system for everyone in Leeds. FoodWise is the sustainable food partnership for Leeds, bringing people together to celebrate and promote the abundance of good food work in Leeds. Together we're transforming policy, contributing to research, and motivating businesses and communities to become FoodWise.

To find out more and to get involved with local food campaigns, visit our website <https://foodwiseleeds.org/> and follow us on social media @foodwiseleeds

Older People and Food Security

Leeds City Council's Public Health team commissioned work on a report by Leeds Older People's Forum on older people and food insecurity, which includes food poverty. There are two parts to the report. The first examines the factors affecting food security for older people, and the barriers that should inform our understanding of their often complex needs. The second part explores what assets exist to overcome these barriers and provide effective services.

The report should help food aid providers understand some of the specific challenges experienced by older people in terms of their changing capabilities to buy food items, prepare meals and eat healthily if an older person's appetite diminishes with age, or due to a change in their physical or mental health. The report also includes links to a range of resources and support for food aid providers. The Older People & Food Insecurity report can be found here:

<https://www.opforum.org.uk/resources/>



APPENDIX

APPENDIX 1 LEEDS FOOD CHARTER

APPENDIX 2 LEEDS BUILDING FOOD RESILIENCE MODEL

APPENDIX 3 DRAFT VOLUNTEER POLICY

APPENDIX 4 DRAFT VOLUNTEER CODE OF CONDUCT

APPENDIX 5 DRAFT REFERRAL FORM

APPENDIX 1 - FOOD CHARTER

Tackling Food Insecurity Charter

This charter sets out key principles and best practice to support the work of local Food Aid providers across Leeds. The long term goal of this charter is to work together to help people build food resilience. Resilience is the ability to prepare for, withstand, and recover from a crisis or disruption. Building food resilience can be achieved by creating pathways leading to the same shared vision that everyone in Leeds has access to healthy, sustainable and fair food. A key task in building this resilience across the community is to ensure support is available for people in an emergency or crisis, and people needing longer term support to tackle the root causes of food insecurity. We must adopt a proactive and ambitious approach to ensure a consistent decrease in the use of food aid projects year after year. By signing this charter, providers are agreeing to work in line with the agreed principles and play their part in working together to develop long term and sustainable approaches to tackle food insecurity in Leeds, which in turn will reduce the need for crisis support and food bank provision. This charter has been co-developed by the Food Insecurity Taskforce and people who have lived experience of food insecurity.

Together we will:

1. Create a welcoming and supportive environment for people where we:

- Prioritise taking the time to speak to people to understand the reasons for accessing support.
- Provide food support in a way that reduces stigma and aims to empower people to engage with services and ongoing support where appropriate.
- Use the sharing of food to develop stronger bonds within communities to enable people to help each other in challenging times and maximise their personal resources.
- Help people to use their skills, knowledge, ideas and assets to benefit themselves and the community.
- Consider faith, culture and dietary needs within available food supplies and resources.
- Ensure that food safety legislation is considered and implemented throughout practice: <https://www.food.gov.uk/safety-hygiene/food-safety-for-community-cooking-and-food-banks>

2. Take a partnership approach to:

- Identify people most at risk so that targeted support, information and referrals can be delivered to those that need it the most.
- Signpost where appropriate and develop links with other local services to help people access the right support for them. The Building Food Resilience Toolkit includes thorough signposting information to support this action including reference to the Leeds Money Information Centre. The Independent Food Aid Network (IFAN) also produce the Worrying About Money Flyers to provide details on provision in Leeds.
- Engage with the Food Aid Network to keep connected with different Food Aid Providers and share insights from the different models of Food Aid Provision - The Leeds Food Aid Network (Leeds FAN) is a network which brings together a range of participants including food aid providers, Council workers, debt / welfare / budgeting advisors, and faith communities to tackle food insecurity in Leeds. This includes registering and keeping details up to date on the Leeds Food Aid Provision Map.
- Avoid duplication and shares resources, insights and demands to improve food provision and security across Leeds. The Leeds Food Aid Provision Map can help organisations better understand the food support picture across the city and to enable organisations to work more collaboratively.
- Work together to improve the food purchasing systems in the city and ensure the use of surplus food is maximised for the benefit of people and the planet.
- Play an active role in understanding what food provision is available in the surrounding area to prioritise supporting the local community and reduce food miles.

3. Be an organisation that:

- Ensures staff and volunteers are well supported in their role.
- Enables people using food provision to participate alongside you in national advocacy and campaign on the “true” cost of living and other relevant issues.
- Provides opportunities for the wisdom of people using food provision to shape how the organisation understands and responds to food insecurity.

Signed:.....

On Behalf of:

Date:.....

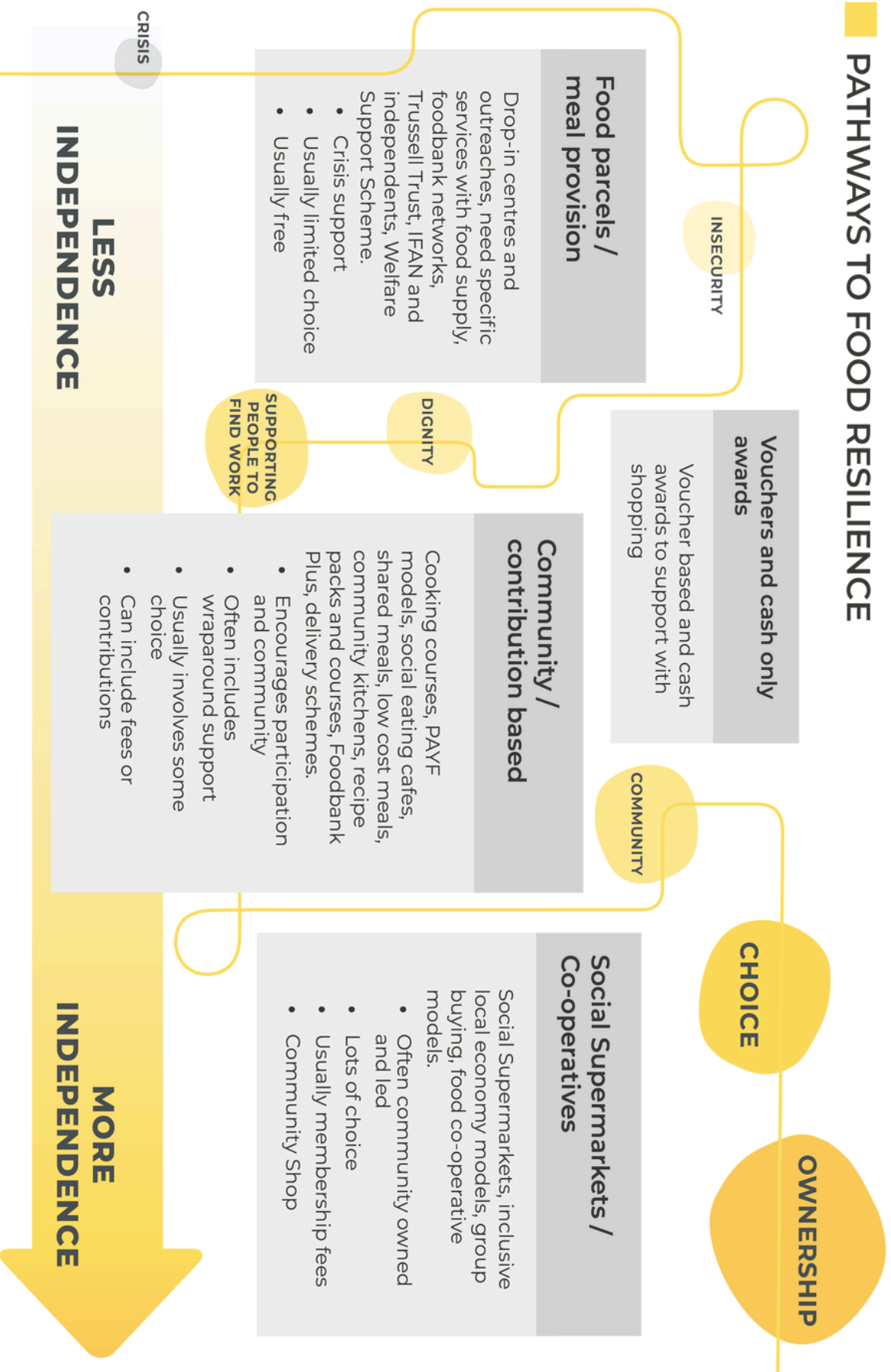


Leeds Food Aid Network

For more information on this charter please contact: Leeds Food Aid Network
info@leedsfoodaidnetwork.co.uk

APPENDIX 2 - RESILIENCE MODEL

PATHWAYS TO FOOD RESILIENCE



APPENDIX 3 - DRAFT VOLUNTEER POLICY

Volunteer Agreement

This agreement sets out what you can expect from us and what we expect from you as a volunteer. The intention of this agreement is to assure you that we appreciate your volunteering with us and to indicate our commitment to do the best we can to make your volunteer experience with us a positive and rewarding one.

We (Any Org) accept the voluntary service of:

(Insert Name) _____

beginning on _____ and ending on _____

The volunteer agrees to volunteer for () hours on the following day/s:

Mon Tues Wed Thurs Fri Sat Sun

The volunteer role is: (state nature and components of the work)

This work is designed to: (state purpose of work in relation to its benefit to the organisation)

The volunteer will be supervised by: _____

We (Any Org) commit to the following:

1. Induction and training

To provide a thorough induction on the work of (Any Org) and the training necessary to explain what is required of you and to support and provide encouragement to help you in meeting the responsibilities of your volunteering role. (Any trial period should be noted here including beginning and end dates and how the successful or otherwise completion of the trial will be communicated to the volunteer).

2. Supervision and support

To define appropriate standards of our services, to communicate them to you, and to encourage and support you to achieve and maintain them as part of your voluntary work.

To provide a personal supervisor who will meet with you regularly to discuss your volunteering and any associated issues or problems.

3. Expenses

To reimburse the following expenses incurred by you in doing your voluntary work in accordance with established procedures:

Travel to and from home to your base and during your work to other locations as necessary relating to both fares and mileage allowances for use of a car.

Meal allowance to a maximum of (£) with a receipt (to be eligible for lunch allowance you must work around meal times or for a minimum of () hours a day).

Special clothing or equipment where this is provided by you.

Actual cost of crèche, childminding fees or other dependant costs incurred in order to be available for voluntary work.

4. Health and safety

To provide a safe working environment

To provide adequate training and feedback in support of our health and safety policy.

5. Insurance

To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.

6. Equal opportunities

To ensure that all volunteers are dealt with fairly and in accordance with our equal opportunities policy.

To always treat you with respect and courtesy.

7. Problems

To endeavour to resolve in a fair and just manner any problems, grievances or difficulties which may be encountered while you volunteer with us.

In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with established procedures.

8. Communication

Provide information about changes in policy or procedures or any other matters affecting you.

To provide a structure for feeding your ideas into our decision-making processes.

To be receptive to any comments and feedback from all our volunteers.

The Volunteer

I, (full name in capitals) _____, agree to be a volunteer with (Any Org) and commit to the following:

1. To help (Any Org) fulfil its service role and to work within the boundaries of my volunteer role as outlined in the volunteer role description.
2. To perform my volunteering role to the best of my ability
3. To act in a way that is in line with the aims and objectives of (Any Org) and adhere to its rules, procedures and standards, including health and safety procedures and its equal opportunities policy in relation to its staff, volunteers and users/clients.
4. NOT to act in a discriminatory way towards members of the public, service users, other volunteers and paid staff.
5. To maintain the confidential information of the organisation and of its clients. (See Below)
6. To meet the time commitments and responsibilities undertaken, other than in exceptional circumstances, and to give reasonable notice if you are unable to attend so that alternative arrangement can be made.
7. To attend review sessions / training / other meetings as required.
8. To inform your supervisor as soon as possible if there are changes in your personal circumstances that may affect your ability to volunteer.
9. To provide referees, as agreed, who may be contacted to comment upon my suitability to undertake a volunteering role.

This agreement is binding in honour only, is not intended to be legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Agreed to: _____ (Volunteer's Signature)

Date: _____

APPENDIX 4 - DRAFT CODE OF CONDUCT

The purpose of the Code of Conduct for Volunteers is to set out standards of behaviour expected from volunteers of [insert Charity name]. All volunteers should ensure that they have read and comply with this Code of Conduct.

Volunteers should maintain the highest standards of behaviour in the performance of their duties by:

Fulfilling their role as outlined in their written volunteer role description to a satisfactory standard.

Performing their volunteer role to the best of their ability in a safe, efficient and competent way.

Following the charity's policies and procedures as well as any instructions or directions reasonably given to them.

It is expected that volunteers will carry out their duties by:

Acting honestly, responsibly and with integrity.

Treating others with fairness, equality, dignity and respect.

Raising concerns about possible wrongdoing witnessed by the volunteer during the volunteer's role.

Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made.

Acting in a way that is in line with the purpose and values of the charity and that enhances the work of the charity.

Always communicating respectfully and honestly.

Observing safety procedures, including any obligations concerning the safety, health and welfare of other people.

Reporting any health and safety concerns.

Directing any questions regarding (insert Charity name) policies, procedures, support or supervision to the (insert details of appropriate personnel).

Addressing any issues or difficulties about any aspect of their role or how they are managed in line with (insert Charity name) grievance procedures.

Declaring any interests that may conflict with their role or the work of the charity (e.g. business interests or employment). If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance from (insert details of appropriate personnel).

Keeping confidential matters confidential.

Exercising caution and care with any documents, material or devices, containing confidential information and at the end of their involvement with (insert Charity name) returning any such documents, material in their possession.

Seeking authorisation before communicating externally on behalf of (insert Charity name).

Maintaining an appropriate standard of dress and personal hygiene.

Volunteers are expected NOT to:

- Bring the charity into disrepute (including through the use of email, social media and other internet sites or by engaging with other forms of media).
- Seek or accept any gifts, rewards, benefits or hospitality in the course of their duties.
- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community).
- Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while volunteerin.
- Provide a false or misleading statement, declaration, document, record or claim in respect of (insert Charity name), its volunteers, employees or charity trustees.
- Engage in any activity that may damage property.
- Take unauthorised possession of property that does not belong to them.
- Engage in illegal activity while carrying out their role.
- Improperly disclose, during or after their involvement as a volunteer ends, confidential information gained in the course of their role with (charity name).

Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of [insert Charity name] other policies and procedures this may result in the volunteer’s position being terminated.

Volunteers acknowledge that no employment relationship is created in the context of their role with (Insert Charity name).

The Code of Conduct for Volunteers will be reviewed at two-year intervals or as appropriate. The (insert details/title of appropriate personnel) is responsible for ensuring that this policy is implemented effectively. All staff and volunteers are expected to facilitate this process.

Name
Position
Date

APPENDIX 5 - REFERRAL FORM

Date of Referral	
About the person or family	
Name	
Address	
Postcode	
Number of people in household (including children)	
Contact Number	
Any other useful information	
Food Provision	
Can they collect food?	
Are there any allergies, dietary or cultural requirements?	
Other Support	
Do they require any further support? (please give details)	
About the Referrer	
Organisation	
Contact Name	
Contact Number	

*This Referral Form should be used with a personal data statement which outlines details about how the data will be used and stored.