

Coordinator Catch-ups: Local responses to Covid-19

10:00 - 11:30 every Wednesday

Agenda

- **Welcome and programme updates**
- **Top tips for online meetings – Ben Messer, Food Matters**
- **Local coordination in action – Claire Pritchard, Greenwich Co-operative Development Agency**
- **Local coordination in action – Emily O’Brien, Brighton & Hove Food Partnership**
- **Community food growing and allotments – Sarah Williams, Sustain**
- **What should we cover in next week's catch up?**



Sustainable Food Places

A Guide to Virtual Meetings

- Staying connected to local partners and each other
- Many platforms and services for virtual meetings
- Guide to help SFP members make more informed choices
- Basic information – most commonly-used platforms
- Based on my own experience, SFP members, other colleagues, friends and family



Sustainable Food Places

1. Group audio calls – conference calls

- Working from home – using personal 'phone
- Avoiding large 'phone bills
- Remote/virtual 'phone meetings for free



Sustainable Food Places

WhatsApp – [WhatsApp audio group calls](#)

How: Download the web app
Numbers: Limited to **4 participants**
Set up: Easy – connect by **mobile 'phone** numbers
Comments: Easy to switch to **video**
Valuable as a **group text** platform

Skype – [Skype audio group calls](#)

PowWowNow – [PowWowNow audio group calls](#)



Sustainable Food Places

2. Group video meetings

- Greater sense of connection
- Needs a bit more kit
- Not always best for larger groups



Sustainable Food Places

Zoom - [Zoom video group calls](#)

How:	Register through Zoom website
Numbers:	Up to 100 people with up to 49 on screen
Set up:	Easy + don't need Zoom account to participate
Comments:	Group meetings duration is limited to 40 mins. Break-out rooms possible But, concerns over data protection and privacy

Skype

Microsoft Teams

WhatsApp

Cisco Webex

Google Hangouts

Facetime (iOS only)



Sustainable Food Places

3. Remote group meeting facilitation

Ground rules – such as...

- Join 5 minutes before start
- Eat before – not during
- If you have nothing to add, add nothing

Facilitation tips

- Talk slowly and clearly and leave pauses
- Use hand signals – or spoons!
- Speaking order and go-round useful
- 5-minute warning before end – check and sum up



Sustainable Food Places

My personal mix:

WhatsApp – text messaging group contact + organising

WhatsApp – video calls (or just audio) for 1:1 calls

Skype – video calls for SFP support team conference calls

Zoom – video calls for Food Matters' morning coffee break

Microsoft Teams – video calls for Food Matters & SFP

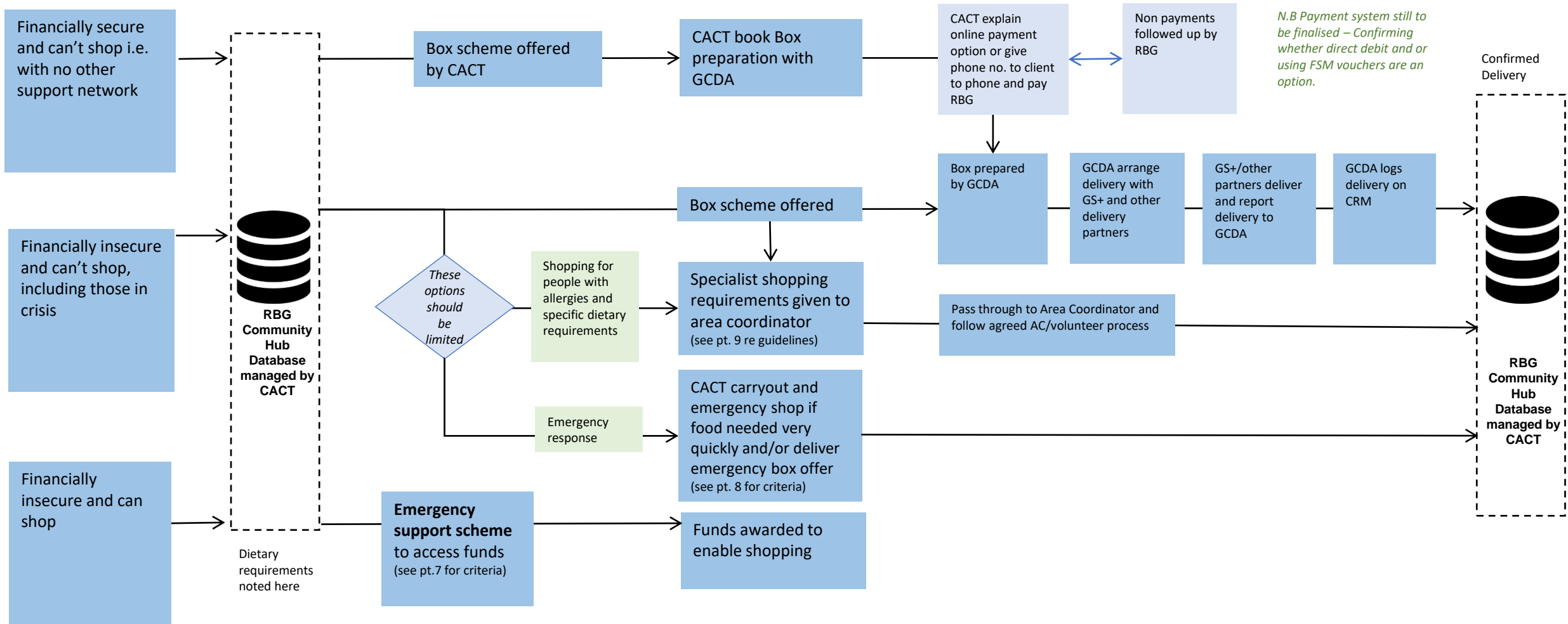


Example Model Introduction

- Local Resilience Forum oversees a community hub (this co-ordinates support around emergency support; food, medicine others)
- The community hub is led by Charlton Athletic Community Trust who usually operate a 'Live Well' call centre which refers people to a range of health activities; walks, PA, cookery clubs. (Commissioned by RBG).
- The Hub is taking up to 1000 calls a day – 14,000 meals from 31st March to 10th March
- The hub coordinates volunteers, they have been divided into physical areas.
- GCDA is a charitable co-op with a long history in food. GCDA leads the SFC partnership In Greenwich. (Commissioned by RBG).
- GCDA is the lead body for the London Food Alliance. (a partnership between Fare Share, City Harvest and the Felix Project).
- GCDA responds to all third sector enquires for food and support.
- The community hub responds to individuals requests for help

RBG Food response pathway for individuals.

Please note that this pathway attempts to relieve pressure on the food bank, but referrals can still be made where absolutely necessary – see slide 2 pt. 6



KEY ISSUE is cost of sending residents through the non payment pathways and the potential cost to RBG

RBG Food response pathway for individuals

Considerations

Role of Volunteers (Partnership with Volunteer Centre, RBG Volunteers & Mutual Aid)

1. Some discreet shopping will still need to take place to respond to individuals in need, but this pathway should be limited. (Partnership with Volunteers)
2. Delivery options will change as more partners come on board.
3. There is potential for volunteers to help box scheme packing
3. Any shopping must be done in line within shopping protocols (to be produced) which will advise re infant formula and other dietary requirements.

Surplus

3. Surplus maybe added to food offer as and when available.

Gov defined Shielded Group

3. Shielded group will move to direct delivery managed centrally.(Although some are delayed).

Box scheme delivery to workplaces

3. Currently exploring options to support key workers via workplaces.

Food Bank

3. Food bank criteria includes those: with unmanageable debt and working with debt management agency; with nil recourse to public funds; with lost income as a result of domestic abuse; with lost income as a result of physical or mental health issues; who are homeless and working with an agency to seek accommodation; with chemical dependency issues working with an appropriate support agency.

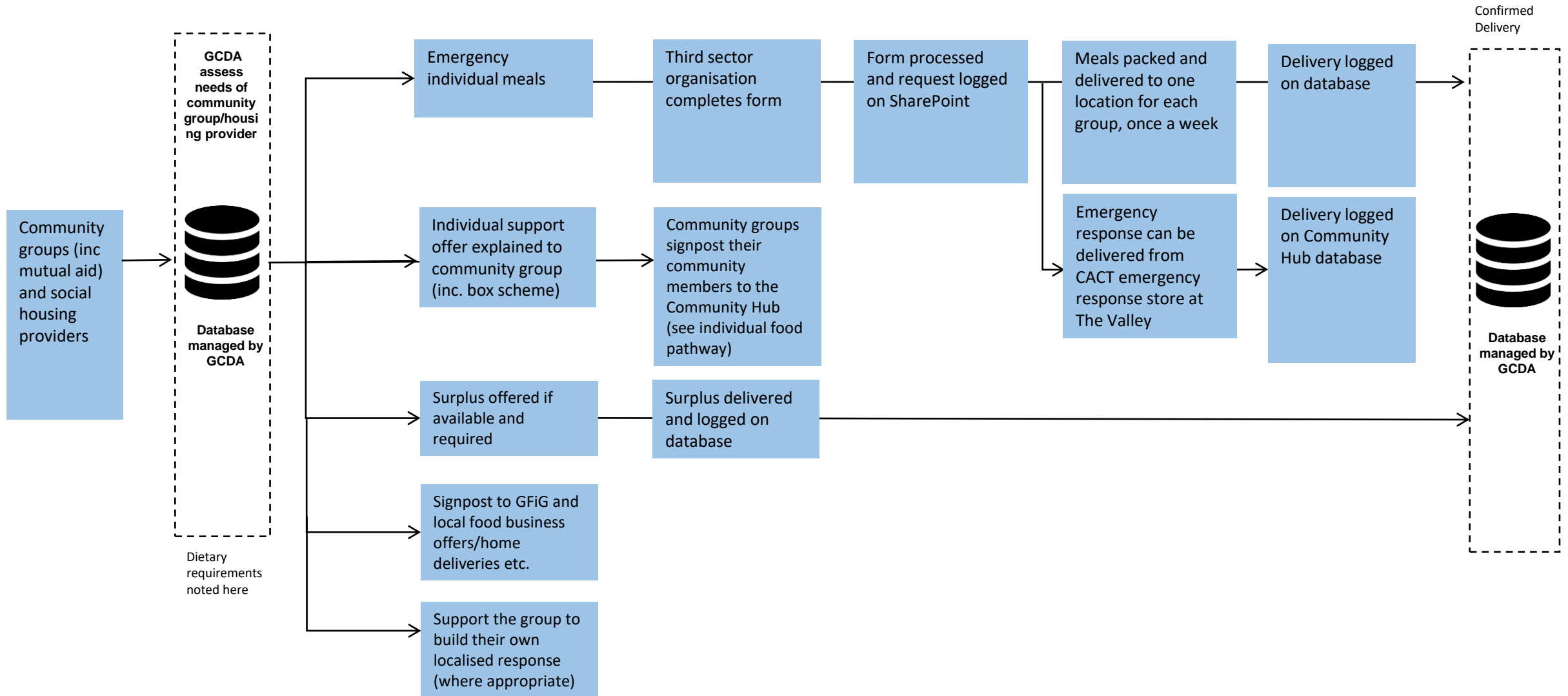
Emergency support Scheme

3. Emergency support scheme criteria includes those living in Greenwich who do not have enough resources to meet essential short term needs in an emergency or after a disaster and have no other means of preventing serious risk to their health and safety or the health and safety of a member of their family.
4. CACT emergency offer will focus on people who have been discharged from hospital, urgent priority cases and shielded list (although this support will be centralised going forward). CACT will also hold a limited supply of food boxes at The Valley to support this offer.

Box Contents

3. There will be 4 standard food box scheme options - single veg, single meat, family veg and family meat and then a specialist box option for those with lack of facilities to prepare/cook food or those with long term conditions.

RBG Food response pathway for community groups



Additional Roles

Supporting Independent Food Businesses to survive

- Adapting to home delivery, finding new markets, contributing to LA procurement e.g. boxes above
- Taking a central role in developing new infrastructures e.g. Good Food in Greenwich Box Scheme

Supporting front line workers to access food

- protected shopping,
- hospital donations,
- box schemes & direct delivery
- Dedicated collection point being established (IKEA Greenwich) – link with independent convenience stores

Brighton & Hove Food Partnership

<https://bhfood.org.uk/coronavirus-update/>

emily@bhfood.org.uk

- Food provision - purchase of food via catering wholesale chain for central food hub – distribution via a series of neighbourhood hubs
- How linking with existing food banks and emergency food provision, and surplus food coordination
- How linking with council response, community hub helpline etc.

Supporting City Council with their response

- They are funding us to coordinate some of their response –to build our capacity & to ensure joined up with community response
- Issues with services needing to understand and access food e.g. homelessness services, rough sleepers newly housed
- Challenge around ensuring the community hub helpline (which all areas requires to implement) is referring effectively

People needing food due to self-isolation and/or food poverty

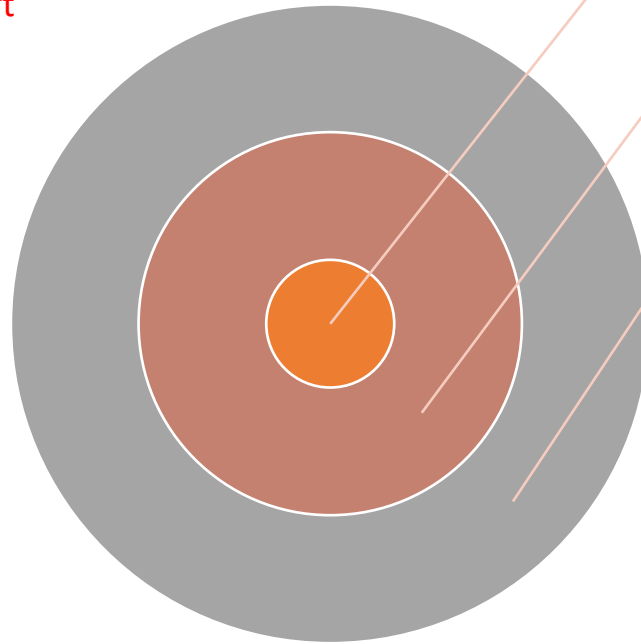
***Shielded = 'clinically extremely vulnerable' = CVE** –specific medical conditions (see [Guidance](#)) (207+ people in B&Hove)
Supported through '**Local Support System**' - NHS led

Food: Govt working with food industry to deliver basic food parcels - also a role for local authorities

Medicines: community pharmacies will supply and organise delivery

Social contact: BHCC & voluntary and community sector to care for those feeling isolated.

Includes role for 'NHS volunteers' – not yet clear
(will these volunteers also support
Other layers?? Tbc)



'Extremely Vulnerable' shielded*

Vulnerable or can't pay - supported by BHCC service

Vulnerable or can't pay, wider community

FOOD DELIVERY

Arranged by NHS (working with BHCC & SRF)
Awaiting long-term plan

Arranged by each service (supported by BHFP)

via Community Food Hub – (coordinated by BHFP – multiple partners)

REFERRAL

Via Government website/helpline data shared with BHCC – as may need additional support

Identified by BHCC services/ BHCC helpline

Through BHCC helpline (and entry point via multiple partners? (NB poss duplicate support?))

BHCC = Brighton & Hove City Council
BHFP= Brighton & Hove Food Partnership
SRF = Sussex Resilience Forum

Updated website- info & resources – including business options, volunteering

Highlighted projects



Coronavirus update – food access, volunteering and more

Information on how the spread of COVID-19 affects food in the city.



Local veg and food deliveries

List of local veg box schemes and food delivery services in Brighton and Hove.



Meal delivery & takeaway services (COVID-19 info)

Due to concerns about the spread of the coronavirus, many local meal providers are offering new takeaway and delivery options.



Where to donate surplus food

If your business or event has good quality food surplus to donate, we would love to hear from you.

Fundraising for emergency food + coordinating community response

- Building on existing emergency food network & surplus food network
- Quickly clear that existing food banks would be overwhelmed – need a new system
- Crowdfunder - 30k raised – now being matched by council = £60k
- Volunteering registration (for food volunteers specifically)
- Sourcing wholesale food – packing in central food hub
- (also sourcing surplus food – but def not enough – have to buy)
- Neighbourhood hubs distribution
- NB local business solutions also important – keep people out of emergency system

(A) Food and other essentials to be delivered **TO** FareShare from their usual networks and new suppliers. **Fareshare deliver food across the city** (helped by Food Factory for purchased fresh veg). Purchased food / cleaning materials etc also delivered directly to food distribution centres
WILL NEED TO PURCHASE FOOD – NOT JUST SURPLUS FOOD. BHFP will co-ordinate giving this food to production kitchens, current food banks and distribution centres to use

(B) PRODUCTION KITCHENS make meals to be distributed hot, chilled or frozen. Operating in premises with good storage & access and high levels of hygiene Food Factory at BACA, Food and Friendship at Hove Methodist Church, Lunch Positive at Dorset Gardens, Real Junk Food Project at St Luke's and Hollingdean Childrens Centre. Others tbc

Responsible for delivery direct from kitchen

Person gets food either to door of picked up.

(D) CURRENT FOOD BANKS THAT CHOOSE TO REMAIN OPEN Will sort food in parcels and give out

Person gets food either to door or picked up.

(C) NEW LAYER OF EMERGENCY FOOD DISTRIBUTION CENTRES WHO CAN SORT FOOD INTO INDIVIDUAL FOOD PARCELS Operating in premises with good storage & access & high levels of hygiene (some will be current food banks some new – Brighton Centre (for now) and CityCoast Church Portslade ready to receive food. They will sort food at scale. Work led by BHFP

Delivered to Hubs by Zedify

(E) Food parcels distributed to people in need by COMMUNITY HUBS (pre-existing and trusted community based organisation working locally with volunteers, mutual aid organisations etc). WILL BE RESPONSIBLE FOR THE 'LAST KILOMETRE' – deliver to people's doors or as a base for food to be collected from. Community Hubs may offer other support not just emergency food (including paid for shopping). **Need to decide where organisations with a specific client group such as the Carers Centre or Chomp collect food parcels from**

What are the community hubs?

A community food hub is a trusted venue and a team of support staff and/or volunteers who can help get emergency food parcels out to people who are hungry and cannot afford to buy food. They may also be supporting the community in other ways including offering a shopping service if people can pay.

It could be a food bank, community centre, church, mosque or café. It could serve a geographic area or a particular community.

What does a community food hub need to have?

At least two key coordinators

The coordination role needs to be someone who has been DBS checked for another role, is reliable, understands safeguarding and is able to answer telephone and email enquiries from the referral hotline, from individuals and liaise with Brighton & Hove Food Partnership.

They will need

- to keep GDPR secured database of client's contact details and addresses.
- to coordinate a team of distributors
- to keep in touch with Brighton & Hove Food Partnership to order food or food parcels
- to be present at the community venue when the food is delivered
- to make sure the process is adhering to strict safety guidelines
- to have a back up person if they become ill
- to pack parcels (if the food is being delivered in bulk)
- to keep a record of specific needs; gluten-free, vegetarian, baby etc

What does the venue need?

Venue needs

- A large hall to take deliveries of food or parcels
- Any fridge, freezer or storage space is an advantage
- Space for 2 people to be working 2 metres apart
- Hand washing sinks, soap and cleaning materials
- If a venue has already registered with environmental health as a food business this is an advantage, however can still be used to deliver ambient food bags if not
- No more than 2 people will be present at any one time in the venue. Distributors will not enter the venue but pick up the parcels at an agreed time outside.
- If the venue is operating a pick up service there will need to be space to manage safe queueing and social distancing for the collection times

The Community (Food) hub manages a team of distributors

Delivery of the food parcels will need to be undertaken by trusted people. Ideally by foot or by bicycle in small localised neighbourhoods. They will be managed by the community hubs. This could be undertaken by Mutual aid groups.

They will

- be given the contact address of the person to whom they are delivering to
- leave the parcel outside that person's house.
- **Either ring or knock on the door (following safety guidance)**

Challenges

- Operating at unbelievable speed! (hence these slides a bit hasty sorry)
- Sheer scale of need, sheer scale of response needed!
- Difficulty joining dots – local micro responses, existing voluntary groups, council community hub registration/helpline, confusing government level ('shielded') everyone reinventing themselves at speed, duplication/gaps
- Supply problems with food (BUT wholesale catering have capacity)
- Govt solution = Supermarkets! BUT need more delivery slots , more click and collect, and more telephone order services for people without internet access (raised regionally/nationally) - additional pressure on emergency response because people who could be self-supported not able to access

Community Food Growing & Allotments

Coronavirus update for community gardens

Last updated 2 April 2020

As the Coronavirus crisis dominates the national and global landscape, the Capital Growth team are reaching out to members projects and gardens to see how we can support as many of you as possible to continue to grow food.

We have compiled a [very short survey](#) to help us help you.

[Complete short survey](#)

Read more about [Sustain's Coronavirus Food Alert here](#).



Story so far

- Gove declares allotments a suitable form of exercise
- Grow your own websites see a surge, seed sales dramatically increase and others cities respond
- Survey sent to Sustain networks - over 115 responses
- Capital Growth Working Party with a widened out invite list (20 attendees)
- Webpage set up for some clarity www.capitalgrowth.org/
 - Travel/ rotas & distancing/ hygiene
 - Materials
 - Advice and signposting



Community Food Growing & Allotments

Findings

- 70% still planning to grow food although events and sessions stopped
- Challenges: 'people power' and accessing soil, seeds.
- Those working with vulnerable groups more likely to close
- Larger gardens: loss of income (NB: Social Farms and Gardens have written an open letter to funders and DEFRA)

Next chapter

- Online advice, forums, training and lobbying to keep gardens open
- Raise status of community gardens with LA's:
 - How to keep gardens growing to maintain the benefits they bring now and post lockdown?
 - How can we raise the status and capacity of community gardens e.g. essential worker status, funding and support to grow more food for neighbourhoods



Any questions?

Type them into the chat box on the right



Thanks!

Please join us again next Wednesday – same time and place.

Let us know what you'd like to hear more about or share the work you're doing.

Email maddie@sustainweb.org or sofia@sustainweb.org

