

3.2 TRCH Policy: Community Pantry

Purpose

The Community Pantry aims to provide free, accessible, nutritious food and basic necessities to individuals and families in need within our community. This policy outlines the guidelines for the operation, maintenance, and use of the community pantry to ensure it functions effectively, fairly, and sustainably.

Usage Guidelines

Eligibility: The pantry is open to all community members in need, regardless of income, age, or background.

Hours of Operation: The pantry will be open from 9-11am on Mondays, and 3-3.30pm on Saturdays.

Respect and Dignity: All users are expected to treat the pantry, its contents, volunteers, and other users with respect and dignity.

Donation Guidelines

Accepted Items: The pantry accepts non-perishable food items, fresh produce in good condition, personal hygiene products, and household essentials. All donations must be unopened, unexpired, and in good condition.

Donation Procedure: Donations can be dropped off between 9am and 11am on Mondays or by arrangement by contacting

Damaris on: 07498 306164 or email hello@stroudtrinityrooms.org

Prohibited Items: The pantry does not accept alcohol, tobacco products, or any items that are opened, damaged or expired.

Food and other basic necessities are also bought in by the Trinity Rooms team. And surplus cooked food from the Friday café is potted up, frozen and made available to pantry users.

Volunteer Guidelines

Roles and Responsibilities: Volunteers stock the shelves, organise the stock cupboard and assist pantry users. They may also assist by shopping for the pantry, and are reimbursed by the Trinity Rooms team.

Training: All volunteers must complete the level 1 or 2 Health and Hygiene certificate.

Safeguarding training is also recommended.

Numbers: There should be a minimum of 2 people running the pantry at any time.

Schedule: Volunteers should notify the hub manager (Josie) in advance if they are unable to attend.

Health and Safety

Hygiene Standards: All food must be stored and handled in accordance with health and safety regulations.

Cleanliness: We keep the pantry clean and organized at all times.

Privacy and Confidentiality

User Privacy: All personal information provided by volunteers and pantry users will be kept confidential in accordance with our GDPR policy.

Non-discrimination: The pantry serves all individuals without discrimination based on race, gender, religion, age, sexual orientation, or any other characteristic.

Sustainability and Community Engagement

Awareness Campaigns: The Outreach Circle and the Community Development lead will aim to raise awareness to encourage donations, volunteer participation and to encourage hard-to-reach sectors of the community to come to our pantry.

Partnerships: Collaborate with NoSH, local businesses, farms, and organisations to help ensure a steady supply of fresh and nutritious food.

Feedback Mechanism

We are open to suggestions for improvements from our volunteers and pantry users.

Review and Amendments: This policy will be reviewed annually by the pantry team. Amendments may be made as necessary to improve operations and better serve the community.

Contact Information: For any questions or concerns, please contact hello@stroudtrinityrooms.org

By adhering to this policy, we can ensure the community pantry operates smoothly, fairly, and effectively, providing essential support to those in need. Thank you for your cooperation and contribution.

Written by	Josie Cowgill
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