

# Food Redistribution



## A MINI TOOLKIT: HOW TO BUILD A FOOD REDISTRIBUTION SCHEME



Nottinghamshire  
County Council





## How to set up a Food Redistribution Scheme

### **A mini toolkit: setting up a food redistribution scheme**

'A food redistribution organisation is one that collects surplus food from food businesses and delivers it to those who have a need.' [WRAP,2023]<sup>1</sup>. For the purposes of this document, a food redistribution scheme is a paid model, meaning users of the scheme receive food items in exchange for a small fee, usually anywhere between 25%–66% discount on the retail value of the items. Food redistribution schemes have become more prevalent and in higher demand over recent years, preventing excess food from going to landfill and supporting vulnerable people with affordable produce. These schemes have proven to be highly effective, since the Covid-19 pandemic and current cost-of-living pressures, demand for such schemes has significantly increased. If you think you or an organisation you know of are either going set up or are considering setting up a scheme like this, then please use this short 'how to' guide to support the establishment of a new food redistribution scheme in Nottinghamshire.

The introductory list shown below summarises into an action checklist everything you will need to do to set up your own food redistribution scheme. Entries marked with an asterisk have a dedicated and more in-depth section below to provide detailed guidance on how to carry out that specific action. At the end of this document there is an itemised checklist you can print off and use, with spaces for you to make your own notes under each section. There is also an extensive food supplier list that Feeding Britain<sup>2</sup> have created and an additional resources/contacts list at the end of the document.



This list will cover most things required for most food redistribution schemes, however, as with everything, all schemes are unique, and as such, may have slightly different needs. Use this as a guide, but please adapt to the individual needs of your scheme and local community.



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<sup>1</sup> WRAP (2023). 'Surplus food redistribution: *making sure no good food goes to waste*'. Available at: <https://wrap.org.uk/taking-action/food-drink/actions/surplus-food-waste-redistribution> (Accessed: January 12<sup>th</sup>, 2023).

<sup>2</sup> Feeding Britain are an award-winning charity with a vision of a UK where no one goes hungry. They support hundreds of organisations on anti-hunger partnerships, 'By piloting innovative and effective new projects, and showing how food insecurity can be prevented, we are designing a road map for eliminating hunger from the communities we serve'. Feeding Britain (2023) What we do. Available at: <https://feedingbritain.org/> (Accessed: 17<sup>th</sup> Feb 2023).





## CHECKLIST: FOOD REDISTRIBUTION SET UP

1.	<b>Host organisation/people</b> - an organisation/group of people willing and able to facilitate a food redistribution scheme
2.	<b>Venue</b> - place to host a scheme
3.	<b>Insurance</b> - to protect you and your scheme legally
4.	<b>Bank account</b> - dedicated account to manage all cash flow related to club activities
5.	<b>Equipment</b> - fridge/freezer
6.	<b>Equipment</b> - hygiene equipment for handling food safely etc
7.	<b>Equipment</b> - card machine
8.	<b>Equipment</b> - WIFI connection for card reader <b>or</b> 3/4G smart device and data pack.
9.	<b>Equipment</b> - shelves/cupboards or alternative storage for ambient food items
10.	<b>Equipment</b> - Locked filing cabinet or alternative secure location for storing physical personal data (e.g., membership forms)
11.	<b>Equipment</b> - password protected computer or alternative protected device for storage of electronic personal data (e.g., online membership forms)
12.	<b>Equipment</b> - create replacement schedule for items that will need to be replaced in time e.g., fridge/freezers. *See budget planning section for more information
13.	<b>Staffing/volunteers</b> - person(s) responsible for managing banking/handling cash
14.	<b>Staffing/volunteers</b> - person(s) responsible for managing/processing membership applications and allocating collection slots (if required within chosen structure)
15.	<b>Staffing/volunteers</b> - person(s) responsible for managing supplier relationships, food orders and keeping up to date records of inventory/stock lists
16.	<b>Staffing/volunteers</b> - person(s) responsible for accepting and unloading food deliveries
17.	<b>Staffing/volunteers</b> - person(s) responsible for putting food bags/boxes together, ensuring items meet the needs of any declared allergens or dietary requirements
18.	<b>Staffing/volunteers</b> - person(s) responsible for managing and running sessions when members arrive to collect food. Including member relations, speaking to members, building trusted relationships, and ensuring it's a safe place for people to access.
19.	<b>Define pricing structure</b> - decide how much you'll charge and for how much food. *See pricing structure section for options and more information
20.	<b>Define membership structure and eligibility criteria</b> - will there be a charge to become a member? Will you have to become a member to access the scheme? Will there be eligibility criteria? *See membership structure and eligibility section for options and more information
21.	<b>Create membership forms</b> - only do this once pricing, membership and eligibility have been decided. *See membership section for more information
22.	<b>Obtain a reliable food supply/provider</b> (e.g., FareShare membership). *See food suppliers' section for more information
23.	<b>Create a robust budget plan</b> *See budget planning section for more information.
24.	<b>Register your scheme as a food business</b> - This should be done 28 days prior to opening with your Local Authority's Environmental Health Team. *See policies and procedures section for more information
25.	<b>Ensure adherence with food safety regulations</b> - familiarise yourself with requirements and put appropriate measures in place. *See food hygiene and safety section for more information
26.	<b>Ensure adherence with health &amp; safety regulations</b> - familiarise yourself with requirements and put appropriate measures in place. *See Health & Safety section for more information
27.	<b>Create documentation folder</b> - this should contain all documents required ahead of your Environmental Health Officer visit. *See policies and procedures section for more information





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28.	<b>Devise training schedule</b> - regular training should be provided for all individuals involved in the running of the scheme. *See policies and procedures: training programme section for more information
29.	<b>Devise a promotion plan</b> - identify all advertising methods (e.g., Facebook, leaflets etc) to be used for spreading awareness of your scheme. *See promotion planning section for more information
30.	<b>Set a launch date</b>
31.	<b>Agree club opening times</b> - decide duration of sessions and frequency. Ensure club running days and times align both with food deliveries and potential member requirements where possible. E.g., before/after work or school drop-off/pick-up
32.	<b>Calculate required staff numbers</b> – how many staff/volunteers needed on site during session opening times
33.	<b>Monitor food amounts closely</b> - review amount of food used and left over after each session. If there is consistently too little or too much food, then work with your food supplier to alter amount of food being delivered where possible



Wherever you see one of these, there is an important top tip or something you must not forget – so please make sure you read me carefully!



### **Membership structure: deciding eligibility criteria**

There are different types of membership structure that can be used in food schemes, you should adapt your membership and eligibility criterion to suit the needs of your scheme and local community. When deciding eligibility requirements, it is important to align decisions to the expected capacity of your scheme and venue. For example, if you have a small venue and/or few staff/volunteers, then you might want to target your membership to the most vulnerable in your community only, to try to manage demand.

Below are some options for different eligibility criterion, these are the most common types of models used. Remember, this is for guidance only and therefore not exhaustive of all options, you should design a structure and eligibility that is right for your scheme and community.

#### **Eligibility criterion**

##### **Option 1: Income based membership model**

With this model those with a household income under a specified threshold can use your scheme, members will need to provide documentation evidence of income when they sign up. To use this model either a defined threshold (e.g., household income of £20,000 or less) is put in place, or, you can opt to say anyone on income-based benefits may use the scheme, again, proof of benefits should be provided.

##### **Option 2: Location based membership model**

Members must live and/or work within a certain distance to the club's location. Schemes who use location-based memberships often say those who live/work within approximately 15 minutes walking distance are eligible. You should request evidence accordingly, for example, a household bill with name and address would suffice to prove residency within the required radius. If you opt to





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include those who work close to the scheme, you can request a copy of a letter from their employer or a wage slip.

### **Option 3: Families only model**

Members must have a child/children to access the scheme, this can be useful if you want to target vulnerable families in your community. It can also be a method of managing demand if you have a smaller venue and/or you're expecting the demand significantly exceed capacity. You can either say anyone with a child is welcome, or to be more targeted, you can specify an age limit, for example, only those families with a child under the age of 12 are eligible.

### **Option 4: Open to all model**

This is where you have no eligibility criteria and anyone in the community can access your scheme. This can be useful in reducing stigma and barriers to those needing to access support, though it needs to be managed well as there is a high risk of excessive demand with this model. A way to manage this is by being clear about what your maximum capacity is, and then making it clear in your communications that there are a limited number of spaces available.



You need to remember to consider the length of membership you'll offer, whether there will be a cost to become a member (this is different from the weekly cost of collecting food), or whether you will offer free sign up and charge for food collections only. Most schemes charge a small sign-up fee (£1-£2) and offer memberships for either 1 year or 6 months.



## **Membership and criteria structure**



### **Building a membership form**

This section will provide suggested membership form headings with guidance as to what to include, how to frame questions, and some examples.

### **Introduction to the food scheme**

Provide a short statement about what your food scheme is, including any rules for accessing the club and any other housekeeping you'd like to state at this stage. A clear statement regarding eligibility criteria is useful. Remember to also include a disclaimer regarding food allergies, intolerances, and dietary preferences e.g., 'staff will do their best to ensure appropriate foods only are given each week in accordance with allergies and dietary preferences information provided by members. However, it is the members responsibility to check the items and sign that they are happy to take them before leaving the premises.'

### **General details about the new member**

Include name, address, telephone number, email (if you plan to contact your members via email at any point) and preferred method of contact.

If location/distance to food scheme from home and/or work address forms part of your eligibility criteria, include an evidence question, asking the member to select (tick box) which piece of evidence they are providing to prove their eligibility (e.g., a recent bill with address on, wage slip,





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letter from employer with employers' address on headed paper stating that the member works at the organisation).

### **Family details**

This is used to capture the details of each person that will be benefitting from and using any of the items provided by the scheme. This is vital as dietary requirements and allergens will be requested for each person using the scheme in a later section on the application form. Ask for information regarding each person who will be using any of the items provided by the scheme, including, name, age, gender, and any other basic demographics information you feel it is relevant to collect (remember you must have a valid reason for all data collection and an intention to use the information).

### **Household income**

This is relevant if your scheme is going to have eligibility criteria relating to income, e.g., members are eligible if they have a household income less than x amount. If you are including this section, it can be useful and easier for members if you include a range of income brackets, and the person filling in the form can then tick the bracket their household income falls within.

In this section, if relevant for your scheme, you can include a question relating to employment status, e.g., are you or your partner in employment? If yes, please detail if this is Full or Part time employment.

If household income/employment status forms part of your membership criteria, include an evidence question, asking the member to select (tick box) which piece of evidence they are providing to prove their eligibility (e.g., wage slip).

There are situations where schemes may want to collect this information even if the eligibility criteria are not income related, this is because it can be necessary to support evaluation of effectiveness/success of the scheme, which may be required, for example, if external funding has been received and funders require evaluation and/or monitoring updates.

### **Benefit status**

This is relevant if your scheme is going to have eligibility criteria based on being in receipt of benefits. A simple question asking if you or your partner are in receipt of any tax credits or benefits, with a free text box for people who tick yes to detail which benefits they are receiving, is a simple way to gather this information.

If this is part of your membership criteria, include an evidence question, asking the member to select (tick box) which piece of evidence they are providing to prove their eligibility (e.g., benefit award letter, proof of benefit being paid to you).

As above, there are situations where this information may be collected even if the eligibility criteria is not based on benefit status, for evaluation/monitoring purposes.

### **Allergy and/or intolerances information**

This information is vital and so framing this question as simply and clearly as possible is important. A short simple question, such as, 'Do you or any of the people identified on this form as a beneficiary of this food scheme have any food allergies?'. Remember to include a free text box, that says, if yes, please provide details of all allergies.

You can then replicate this question for intolerances, simply changing the question to, 'Do you or any of the people identified on this form as a beneficiary of this food scheme have any food intolerances?'. Again, remember to include a free text box, that says, if yes, please provide details of all intolerances.





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### **Specific dietary requirements or preferences**

Again, collating this information is important so you can respect dietary requirements or preferences and cross-reference the food you provide to members with any requirements. It may be important for you to put a disclaimer in that due to the nature of the food supply, i.e., relying on surplus food, it may not always be possible to provide food in line with specific dietary requirements and will depend on availability. For example, if you are not confident you can provide kosher or halal food items every week, you will need to provide a statement that acknowledges this. A simple question for this as above is recommended, such as, 'Do you or any of the people identified on this form as a beneficiary of this food scheme have any specific dietary preferences?' Include a free text box, that says, if yes, please provide details of all dietary preferences. You may wish to include either an example, or a list of potential preferences to help with clarity and understanding of this question, e.g., kosher, halal, vegetarian, vegan, etc. If you decide to include a list of options to be ticked, remember to include a box for 'other' too.

### **Signature**

Request that people sign and date upon completion of the form, to agree that they've understood the contents, understood the rules of the scheme and accept them.

### **Privacy notice**

Remember to include a copy of your privacy notice with the application form. Please see the General Data Protection Regulation section for more information regarding privacy notices.



Remember to always ensure the evidence required to prove adherence to eligibility criteria Remember to always ensure the evidence required to prove adherence to eligibility criterion is provided alongside the membership form. It is good practice to take photocopies of evidence provided, but you must ensure these are stored safely in compliance with General Data Protection Regulation (GDPR).



### **Pricing structure options for your food redistribution scheme**

#### **Weekly flat rate fee**

One flat rate weekly fee in exchange for a bag/box of food items is one of the simplest pricing methods for a food redistribution scheme. Most schemes who use this method charge between £3-£6 in exchange for a selection of food items, usually to a value of somewhere between £10-£20.

Some schemes offer different size food bags for different prices, e.g., small bags for single households, or large bags for those with more people in the household. Schemes who use this method, for simplicity often keep it to a maximum of 3 different options, small, medium, large. For example, small £3, medium £4.50 and large £6.

Other schemes opt for different variations of a pricing system, like a colour coded or category system, where members can pay for a specified number of items from different colours/categories.





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Each different colour/category represent items of a specific type, usually grouped together in accordance with their value, e.g., low, medium, and high value items.

These are the most common pricing systems, but there are other potential models you could use. The Feeding Britain Affordable Food Clubs toolkit has a section on this on page 3, where you can find information on alternative pricing structures.



Some schemes who charge a weekly flat rate offer advanced payments, how far in advance can vary, some give the option of paying for either the following week, two weeks, or the following month. This can be beneficial for both members and the scheme alike, acting as a useful budgeting tool for members whilst also supporting the cash flow of the scheme.



### **Obtaining a reliable food supply for your food redistribution scheme**

Accessing a consistent, reliable, and quality food supply is vital for success, there are different options for obtaining sufficient food supplies. Most schemes source all or at least most of their food from surplus food supplies, which means the scheme is also tackling food waste and improving environmental sustainability. It must however be noted that in the current climate it is becoming increasingly difficult to access surplus food, for example, FareShare are experiencing increased demand and food shortages.

Some schemes have found it necessary and effective to top up their surplus food deliveries with goods from wholesalers and retailers, including from some supermarkets which sometimes offer access to favourable prices reserved for such food schemes. Others have also had success in building relationships with local food suppliers, particularly allotments, community gardens and other growing spaces to use as an additional food source, such as crop drops for seasonal items. A food supplier list is included at the end of this document. Feeding Britain also have their own extensive suppliers list developed for their affordable food schemes network, if you wish to access this or become part of the network, please contact [info@feedingbritain.org](mailto:info@feedingbritain.org) for more information.



Remember, before you make key operational decisions, such as choosing days and times for sessions, you must ensure your chosen supplier can provide a delivery schedule aligned to your chosen sessions. Once you have your regular food supply and delivery days in place, you can then select appropriate session days/times.



It is useful to remember that with most suppliers, you can change the amount of food in your delivery order, so if you are often getting too much or too little food this can be tweaked. It is always important to maintain a good relationship with your supplier, so you can work with them continually to enable as smooth an operation as possible.







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### **Budget Planning**

Managing your budget and understanding all the required costs to running your food scheme is imperative to success and sustainability. This section will highlight some suggested equipment necessary and where other ongoing costs to running a food scheme may be incurred. It is important to remember this list may not be exhaustive, and some costs may not be relevant to your scheme, all projects are individual, so use this section as a guide and adapt as required. Make sure you plan for all your ongoing running costs as well as initial outlay/set-up costs.

#### ***Initial Set-up Costs***

##### **Equipment costs [set-up]**

Recommended required equipment:

- **Fridge/freezer**
- **Storage** if required (e.g., cupboards/shelves)
- **Till/Epos system**
- **Card machine reader**
- **Safe** (for storage of monies if required and documents)
- **WIFI/3G sim connection** to enable use of card reader
- **Fridge/freezer bags** for members to safely transport chilled or frozen goods home

##### **Staffing and training [set-up]**

Some schemes are run solely by volunteers, whilst others operate using a combination of paid staff and volunteers. Recruitment and initial training of both paid staff and volunteers incurs a cost, amounts will vary depending on the number of paid staff and volunteers required to run your scheme.

##### **Promotion [set-up]**

If you are going to create physical promotional materials, there will be some associated costs, such as design/print/distribution. There will also be a cost if you opt to set up a dedicated website, you must pay for the domain name and any required design costs.

#### **Ongoing Costs**

##### **Food costs [ongoing]**

The amount is dependent on how many members the club will cater for, and member numbers will fluctuate, so potential variation should be accounted for when budgeting. It is also a good idea to always have an extra store of food in the event of a problem with usual delivery or more members than expected on a particular day.

##### **Equipment costs [ongoing]**

- **WIFI OR 3G/4G connection:** there will usually be a monthly fee for this and any required data packs.
- **Replacement schedules:** You should create a replacement schedule within your budget plan to account for costs to cover replacement of equipment when needed. Both card readers and fridge/freezers will need to be replaced at some point in the future, usually within 3-4years (this is only a guide).

Appropriate personal protective and hygiene equipment required will need to be purchased on a regular basis (e.g., food safe gloves, hair nets, aprons etc).





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### Staffing and training [ongoing]

The ongoing costs incurred for staffing and training will vary dependent on number of staff/volunteers required to run your food scheme. Salary costs for paid staff and ongoing training for all staff and volunteers to ensure skillsets up-to date will be required.



It is beneficial to get a card reader so you can accept both cash and card payments, this reduces barriers to access. This also means you can accept Healthy Start card payments and we highly recommend you do if you're able to. As a retailer accepting Healthy Start, you will be able to access a range of free retailer's resources which you can utilise to advertise that your scheme accepts Healthy Start card payments, these can be found online at: <https://media.nhsbsa.nhs.uk/resources/f/nhs-healthy-start-scheme/retailers>



Healthy Start is a national NHS scheme that women who are more than 10 weeks pregnant and/or have a child under 4 can access if they are claiming one of the eligible benefits. Women who are under 18 and pregnant can apply even if they do not receive any benefits. Recipients get an allowance placed onto a debit card each week that they can use to buy certain healthy foods, including, milk, infant formula, fruit, and vegetables (you can access free vitamins via the scheme too). If your scheme accepts the Healthy Start card, you can allow people to pay for all or part of their food from you using their Healthy Start card. Schemes who use a fixed pricing structure often opt to charge 100% or 50% of the fee to the Healthy Start card and collect the remainder by alternative payment. Alternatively, schemes that sell single items or run a category/colour coded system can determine how much to charge to the Healthy Start card by calculating the cost of each item that is a Healthy Start eligible product. Others opt to simply ask the member how much of the cost they want to charge to their Healthy Start card, this may be the simplest and effective method.

### Promotion planning for your food redistribution scheme

Promoting your food scheme is critical to its success, there are many ways to do this, so it is important that you adapt your promotion plan to tailor to the needs of your target audience. For example, if you've set an eligibility criterion for your scheme that members must have a child or children, then putting flyers in a school would be a good option as this is likely to reach potential members within your target group. Below are some ideas for promoting your scheme, the Feeding Britain Affordable Food Clubs toolkit also has a section with more guidance on promotion on page 6.



- **Physical promotional materials: E.g., flyers/leaflets/business cards/posters**  
Actively distributing these types of materials locally in strategic places is beneficial. Community venues, GP surgeries, schools, nurseries etc are all potentially good venues for leaflet distribution. Where you opt to distribute should be guided by your targeted membership.





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- **Social media: E.g., Facebook/Twitter/Instagram**

Set up a Facebook page and/or other accounts on social media platforms dedicated to promotion of the food redistribution club. You can also actively promote your club through other relevant social media pages and channels, such as the local community Facebook group. Remember to include tags/links to your social media accounts on all printed and virtual promotional materials



- **A dedicated website: E.g., obtain a unique domain to create a new site for the scheme**

Remember to include a link to your website on all social media accounts



- **Third party organisations: E.g., Notts Help Yourself Scheme, local church/community groups**

You can advertise through other local organisations/platforms who you think have good access and reach to potential members of your food club. For example, you can upload information about your scheme onto the Notts Help Yourself website under the food support section, which has good exposure and reach across the county. To upload information about your food scheme to Notts Help yourself, you need to follow this link and register. You will then receive an email which you need to respond to within 1 hour in order to have your information published on the site

[https://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/sign\\_in.page](https://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/sign_in.page)



- **Press coverage: E.g., local radio, local newspapers**

You can approach local media organisations with the news of your new food club, most local press is interested in promotion of such schemes.



- **Word of mouth: E.g., members telling friends and family, local schools informing parents**

A very successful and cost-effective method of spreading awareness of your scheme. You can try to encourage members themselves to promote the service to friends and family, information received from people known personally to individuals often helps to build trust in the scheme too. Giving business cards, flyers, or leaflets to members to pass on can also be effective.



It is important to remember when creating your promotional materials, that if you have received any funding towards your food club, to check on your agreement/contract as to whether you are required to include the funders logo on your materials and if so, exactly how this should be presented.



For further guidance and support on how to upload your information to the Notts Help Yourself website there is a 'how to guide' which can be found via the following link:  
[https://search3.openobjects.com/mediamanager/nottinghamshire/fsd/files/notts\\_help\\_yourself\\_users\\_guide.pdf](https://search3.openobjects.com/mediamanager/nottinghamshire/fsd/files/notts_help_yourself_users_guide.pdf)





## **Policies and Procedures**

### **Registering with your local Environmental Health Officer (Food Hygiene and handling food safely)**

Food Redistribution schemes require registration as a food business with your Local Authority's Environmental Health Team, this should be completed at least **28 days prior to opening** (contact details for your local Environmental Health Team are provided below). There are many free to use resources online to guide you through food safety requirements, it is recommended that you use the Food Standards Agency (FSA) resources to support you through this, they are a trusted source as the independent government department responsible for protecting Public Health in relation to food in England, Wales and Northern Ireland and their resources are also regarded as the most user friendly. You can find their safer food, better business pack here - <https://www.food.gov.uk/business-guidance/safer-food-better-business-sfbb>

The FSA also provide an additional guidance pack for providing food in community settings and charity groups - <https://www.food.gov.uk/safety-hygiene/providing-food-at-community-and-charity-events#registration>

Your local District or Borough Council's Environmental Health Team can also provide further guidance and support if required (contact details below).



It is vital that even as a community scheme utilising surplus food, food safety and quality are still paramount and must always be maintained. This means **use-by dates must always be adhered to, food cannot be supplied in any circumstance if the use-by date has passed.** Waste and Resources Action Programme (WRAP) provide additional useful information on how to utilise surplus food safely, whilst also avoiding waste where possible <https://wrap.org.uk/resources/guide/label-better-less-waste-food-date-labelling-guidance>.



**Food allergen laws still apply to community food redistribution schemes and must always be adhered to.** The Food Standards Agency (FSA) contains very useful guidance on how to follow food allergen laws for food businesses - <https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses>.



It is recommended that you collect information about food allergies and dietary requirements at the membership form sign-up stage. Include a very clear disclaimer that communicates 'staff will do their best to ensure only appropriate foods are given each week in accordance with allergies, intolerances and dietary information provided by members themselves. However, it is the members responsibility to check the items and sign that they are happy to take them before leaving the premises.' All staff must then be trained to cross reference allergy and dietary requirements information provided by members when packing the food bags/parcels, ensuring only appropriate foods are provided.





## **Environmental Health contact details [for all seven Nottinghamshire County districts]**

If you are unsure which District Council and Environmental Health Team your scheme falls under, please use the food registration government postcode checker -

<https://www.gov.uk/food-business-registration>



**Ashfield District Council Environmental Health Team:** 

Phone: 01623 450000  
Email: [dutyenvironmentalhealth@ashfield.gov.uk](mailto:dutyenvironmentalhealth@ashfield.gov.uk)  
Website: <https://www.ashfield.gov.uk/business-licensing/food-business/registering-a-food-business>  
Online registration form: <https://www.ashfield.gov.uk/business-licensing/food-business/contact-the-food-team/>

**Bassetlaw District Council Environmental Health Team:** 

Phone: 01909 533219 or 01777 713764  
Email: [environmental.health@bassetlaw.gov.uk](mailto:environmental.health@bassetlaw.gov.uk)  
Website: <https://www.bassetlaw.gov.uk/environmental-health/food-safety/advice-for-food-businesses/starting-or-relocating-a-food-business/registration/>  
Online registration form: <https://register.food.gov.uk/new/bassetlaw>

**Broxtowe Borough Council Environmental Health Team:** 

Phone: 0115 9173485  
Email: [health@broxtowe.gov.uk](mailto:health@broxtowe.gov.uk)  
Website: <https://www.broxtowe.gov.uk/for-you/food-hygiene-and-safety/food-business-registration-or-approval/>  
Online registration form: <https://register.food.gov.uk/new/broxtowe>

**Gedling Borough Council Environmental Health Team:** 

Phone: 0115 901 3974  
Email: [foodsafety@gedling.gov.uk](mailto:foodsafety@gedling.gov.uk)  
Website: <https://www.gedling.gov.uk/business/foodbusiness/startingafoodbusiness/>  
Online registration form: <https://www.gedling.gov.uk/business/foodbusiness/registeringyourfoodbusiness/>

**Mansfield District Council Environmental Health Team:** 

Phone: 01623 463189  
Email: [environmentalhealth@mansfield.gov.uk](mailto:environmentalhealth@mansfield.gov.uk)  
Website: <https://register.food.gov.uk/new/mansfield>  
Online registration form: <https://www.mansfield.gov.uk/environmental-issues>

**Newark & Sherwood District Council Environmental Health Team:** 

Phone: 01636 650000  
Email: [environmental.health@nsdc.info](mailto:environmental.health@nsdc.info)  
Website: <https://www.newark-sherwooddc.gov.uk/foodregistration/>  
Online registration form: <https://register.food.gov.uk/new/newark-and-sherwood>





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**Rushcliffe Borough  
Council Environmental  
Health Team:**



Phone: 0115 981 9911  
Email: [environmentalhealth@rushcliffe.gov.uk](mailto:environmentalhealth@rushcliffe.gov.uk)  
Website: <https://www.rushcliffe.gov.uk/foodsafety/informationforfoodbusinesses/>  
Online registration form: [https://www.rushcliffe.gov.uk/media/1rushcliffe/media/documents/pdf/environmentandwaste/environmentalhealth/foodsafety/Food%20Premises%20registration%20Form%20amended%202022\\_acc.pdf](https://www.rushcliffe.gov.uk/media/1rushcliffe/media/documents/pdf/environmentandwaste/environmentalhealth/foodsafety/Food%20Premises%20registration%20Form%20amended%202022_acc.pdf)

### **General Data Protection Regulation (GDPR)**

When collecting personal data, you must ensure you are adhering to the requirements of the UK General Data Protection Regulation (GDPR). Personal data must only be collected if you have a specific reason to do so and you must inform the persons that you are collecting their personal data and why. It is advised that alongside your membership form you create a privacy notice, within this notice you must explain why you're collecting the personal data, how you are storing it safely in accordance with GDPR and how persons can contact you to request removal of their personal data. Remember you need a safe place to store both electronic data and physical data [i.e., paper membership forms]. For physical data storage, a locked filing cabinet onsite is easiest and for electronic data storage, computers used must be password protected and have up to date malware and virus protection software.

It is also important to ensure that all staff/volunteers are trained in and understand their own roles and responsibilities in relation to GDPR.

More detailed support to ensure your food scheme is GDPR compliant can be found via the following link, which provides a plain English summary of data protection requirements and a 'how to comply' guide specifically for community groups,  
<https://www.resourcecentre.org.uk/information/data-protection-for-community-groups/>.

The NVCO, membership community for charities, voluntary organisations and community groups in England have also developed a 12-point plan to guide you through your data protection responsibilities, which can be found via the following link <https://www.ncvo.org.uk/help-and-guidance/digital-technology/data-protection-and-cybersecurity/gdpr-data-protection-law-brexit-and-how-keep-top-your-responsibilities/#/>.





## How to set up a Food Redistribution Scheme

### **Health and Safety**

The law states every business must have a policy for managing health and safety (Health and Safety Executive, 2022). If your food scheme employs five or more employees (paid staff) then you must have a health and safety policy written down, signed, and dated. If you have less than five paid employees you do not need to have a written policy, but it is still good practice and useful to do so.

A guide on how to make your own health and safety policy, including an example and template to use can be found here - <https://www.hse.gov.uk/simple-health-safety/policy/index.htm>.



Remember you must share a copy of any health and safety policy, and **updates/changes to it with all employees**, including paid staff and volunteers.



### **Training schedule**

You will need a sufficient and robust training programme scheduled in to ensure all staff and volunteers are up to date with all the necessary skills required to ensure safe and effective facilitation of the food scheme. Training will be required for the following:

- Banking
- Monitoring income and attendance
- Safely collecting and storing membership data [physical and electronic]. Including ensuring members understand the terms & conditions and sign accordingly [ see above for more information]
- Health and safety – safe manual handling of food deliveries, safety around the venue etc [see above for more info]
- Safeguarding
- Food safety – safe handling of food itself, including checking equipment is in working order and regular temperature checks for fridge/freezer
- Understanding allergens and use-by dates [see above for more information]
- Checking dietary and allergen requirements for members against their food items
- Monitoring stock/inventory and maintaining up-to-date stocklists
- Maintaining relationship and good communications with food supplier
- Cleaning equipment





**i Checklist: please print me off and use me to support the setting up of your food scheme. There are places for you to make notes under each checklist item where required.**



## Checklist for setting up a Food Redistribution Scheme

1.	An organisation/group of people to facilitate a food redistribution scheme	<input checked="" type="checkbox"/>
<b>Notes:</b>		
2.	Venue	<input checked="" type="checkbox"/>
<b>Notes:</b>		
3.	Insurance	<input checked="" type="checkbox"/>
<b>Notes:</b>		
4.	Bank account – dedicated account set up to manage all cash flow, income and expenditure related to all club activities	<input checked="" type="checkbox"/>
<b>Notes:</b>		
5.	Equipment: Fridge/Freezer	<input checked="" type="checkbox"/>
<b>Notes:</b>		





## How to set up a Food Redistribution Scheme



6.	Equipment: Hygiene equipment, PPE for handling food etc	<input checked="" type="checkbox"/>
<b>Notes:</b>		
7.	Equipment: Card machine	<input checked="" type="checkbox"/>
<b>Notes:</b>		
8.	Equipment: Private WIFI connection for card reader OR smart device + 3/4G sim card and data pack for card reader	<input checked="" type="checkbox"/>
<b>Notes:</b>		
9.	Equipment: Shelves/cupboards or alternative storage for ambient food items	<input checked="" type="checkbox"/>
<b>Notes:</b>		
10.	Equipment: Locked filing cabinet or alternative secure location for storing physical personal data (e.g., membership forms)	<input checked="" type="checkbox"/>
<b>Notes:</b>		
11.	Equipment: Password protected computer or alternative protected device for storage of electronic personal data (e.g., online membership forms)	<input checked="" type="checkbox"/>
<b>Notes:</b>		









## How to set up a Food Redistribution Scheme



12.	Equipment: Create replacement schedule for items that will need to be replaced in time e.g., fridge/freezers *See budget planning section for more information*	<input checked="" type="checkbox"/>
<b>Notes:</b>		
13.	Staffing/volunteers – Person(s) responsible for managing banking and cash handling	<input checked="" type="checkbox"/>
<b>Notes:</b>		
2x14.	Staffing/volunteers – Person(s) responsible for processing and managing membership applications, allocating time/day slots to members (if required within chosen structure)	<input checked="" type="checkbox"/>
<b>Notes:</b>		
15.	Staffing/volunteers – Person(s) responsible for managing food orders and maintaining relationship with suppliers. Including keeping up to date inventory/stock lists	<input checked="" type="checkbox"/>
<b>Notes:</b>		
16.	Staffing/volunteers – Person(s) responsible for accepting and unloading food deliveries	<input checked="" type="checkbox"/>
<b>Notes:</b>		
17.	Staffing/volunteers – Person(s) responsible for putting food bags/boxes together, ensuring items meet the needs of any declared allergens or dietary requirements	<input checked="" type="checkbox"/>
<b>Notes:</b>		





18.	Staffing/volunteers – Person(s) responsible for running the actual club sessions when members arrive to collect food, including member relations, i.e., speaking to members and building trusted relationships to reduce stigma and ensure it is a safe place for people to access	<input checked="" type="checkbox"/>
<b>Notes:</b> 		
19.	Define a pricing structure – i.e., how will you operate your club, how much will you charge and what food will members get in exchange? Will there be one flat rate, or will there be options depending on amount of food needed? *See pricing structure section for more information*	<input checked="" type="checkbox"/>
<b>Notes:</b> 		
20.	Define a membership structure and criterion. E.g., will there be a charge to become a member, will you have to become a member to access the scheme? Will there be eligibility criteria? *See membership structure and eligibility section for more information*	<input checked="" type="checkbox"/>
<b>Notes:</b> 		
21.	Create membership forms (once pricing and membership structures have been defined) *See membership structure section for more information*	<input checked="" type="checkbox"/>
<b>Notes:</b> 		
22.	A reliable food supply/provider (e.g., FareShare membership). *See food suppliers' section for more information*	<input checked="" type="checkbox"/>
<b>Notes:</b> 		
23.	Create a robust budget plan *See budget planning section for more information*	<input checked="" type="checkbox"/>
<b>Notes:</b> 		










24.	Register your scheme as a food business 28 days prior to opening with your Local Authority's Environmental Health Team *See policies and procedures: Environmental Health section for more information*	<input checked="" type="checkbox"/>
<p><b>Notes:</b> </p>		
25.	Ensure you are familiar with food safety regulations and put appropriate measures in place * See Food hygiene and safety section for more information*	<input checked="" type="checkbox"/>
<p><b>Notes:</b> </p>		
26.	Ensure you are familiar with Health & Safety regulations and put adequate measures in place *See Health & Safety section for more information*	<input checked="" type="checkbox"/>
<p><b>Notes:</b> </p>		
27.	Create a folder containing all documentation required ahead of your Environmental Health Officer visit * See policies and procedures section for more information*	<input checked="" type="checkbox"/>
<p><b>Notes:</b> </p>		
28.	Create a training schedule and content for all individuals involved in the running of the scheme * See policies and procedures: training programme section for more information*	<input checked="" type="checkbox"/>
<p><b>Notes:</b> </p>		



## How to set up a Food Redistribution Scheme



29.	Create a promotion plan for spreading awareness of your food scheme e.g., Facebook page, flyers, leaflets, press release etc. * See promotion planning section for more information*	<input checked="" type="checkbox"/>
<p><b>Notes:</b> </p>		
30.	Agree a launch date	<input checked="" type="checkbox"/>
<p><b>Notes:</b> </p>		
31.	Agree club opening times – duration of sessions, how many times a week etc. Ensure club running days align with food deliveries and work around target member group requirements, e.g., before/after work or school drop-off/pick-up	<input checked="" type="checkbox"/>
<p><b>Notes:</b> </p>		
32.	Agree number of staff/volunteers needed to be on site during scheme opening times	<input checked="" type="checkbox"/>
<p><b>Notes:</b> </p>		
33.	Monitor and review amount of food after each session – if there is consistently too little or too much food, then work with your food supplier to alter amount of food being delivered where possible.	<input checked="" type="checkbox"/>
<p><b>Notes:</b> </p>		





## How to set up a Food Redistribution Scheme

### **Food suppliers list for food redistribution schemes**

The suppliers list below is to help provide signposting to potential sources of food for your redistribution scheme, though please note these lists are not exhaustive, there may be other options in your area you wish to explore.

#### **Retailers: supermarkets, wholesalers, and discounters:**

As well as utilising surplus food stocks as a primary food supply, you can access additional food as and when needed via retailers, including supermarkets, wholesalers, and discounters.

The supermarkets below have previously helped charity/food redistribution projects with infrastructures to enable bulk-purchasing, and, in some cases, access to discounted rates reserved for charitable/community projects.

#### **Morrisons Wholesale**

Bulk-purchase orders at discounted rates reserved for charities available. To access this service, you must order a minimum of 40 cases of product and have a site able to accommodate an 18-tonne delivery vehicle to receive your order. For more information on Morrisons Wholesale visit the following site, [www.wholesale.morrisons.com](http://www.wholesale.morrisons.com). The bulk-purchase team can be contacted via email at [bulkpurchase@morrisonsplc.co.uk](mailto:bulkpurchase@morrisonsplc.co.uk)

#### **Iceland Wholesale**

Charity/community and voluntary sector projects can order in bulk from the wholesale catalogue, orders are delivered directly to the project. For more information contact the Iceland Wholesale team via email at [anthony.howard@iceland.co.uk](mailto:anthony.howard@iceland.co.uk).

#### **Booker Wholesale UK**

Some food projects have found it beneficial to visit their local Booker store and speaking to the store manager to explore support options for your scheme. To find your local store and to find out more information about products available at Booker visit their site at [www.booker.co.uk](http://www.booker.co.uk)

#### **Aldi**

Some Aldi stores can offer bulk purchasing which projects can collect in store. To find out if this is available, visit your local store and speak with the store manager to explain your food scheme and explore how they may support. To find your local store and more information visit their site at [www.aldi.co.uk](http://www.aldi.co.uk)

#### **Lidl**

In some stores the store manager can offer discounted rates for charity/community food projects. Please note that their low cost £1.50 vegetable boxes are also a good source of quality vegetables. To find your local store and more information visit their site at [www.lidl.co.uk](http://www.lidl.co.uk)





## How to set up a Food Redistribution Scheme

### **Other supermarkets/wholesalers:**

- Approved Food (surplus/short-dated items)  
[www.approvedfood.co.uk](http://www.approvedfood.co.uk)
- Bestway wholesale  
<https://www.bestwaywholesale.co.uk/>
- B&M Stores  
[www.bmstores.co.uk](http://www.bmstores.co.uk)
- Brakes  
[www.brake.co.uk](http://www.brake.co.uk)
- British Food Wholesalers  
[https://www.britishfoodwholesalers.com/bfw\\_uk/](https://www.britishfoodwholesalers.com/bfw_uk/)
- Costco (offer delivery in some areas)  
<https://www.costco.co.uk/>
- Discount food stores  
<https://www.discountfoodstores.co.uk/>
- DB Foods  
<https://www.dbfoods.co.uk/>
- Dee Bee Wholesale  
<https://www.deebie.co.uk/product-group/view/grocery>
- Farmfoods  
[www.farmfoods.co.uk](http://www.farmfoods.co.uk)
- Fruit and Veg (wholesale fresh produce)  
<https://www.fruitandveg.co.uk/fresh-produce/>
- George Perry (wholesale fresh produce)  
[www.georgeperry.co.uk](http://www.georgeperry.co.uk)
- Home Bargains  
[www.homebargains.co.uk](http://www.homebargains.co.uk)
- Motatos (sell surplus or short-dated stock otherwise headed for landfill)  
<https://www.motatos.co.uk/>
- SOS Wholesale  
<https://soswholesale.co.uk/>





## How to set up a Food Redistribution Scheme

### **Surplus food suppliers: distributors and donators:**

#### **FareShare Community Food Membership**

For a fee (cost varies depending on how much food you need), members have access to a regular supply of in-date fresh and ambient produce (either via collection or delivery dependent on location). Members can request amount of food and type of food they need, however, please note as this is surplus food, certain items cannot be guaranteed, and food items will vary.

To access this service, you must be registered with your local Environment Health Office, hold the IEHO basic food hygiene course certificate or equivalent, trained in handling food safely, abide by food safety legislation, and be equipped appropriately to safely receive, store, prepare and redistribute food.

For more information visit [www.fareshare.org.uk](http://www.fareshare.org.uk) , you can register your interest in becoming a member at <https://fareshare.org.uk/getting-food/>.

#### **FareShare Go**

FareShare Go provides charities/community groups with direct access to surplus food (food that is no longer able to be sold in store due to damaged packaging or short shelf-life remaining) from local registered supermarkets. You must be a member but there is no charge for this service, typical food items usually include bread, eggs, and fresh fruit (food is always safe and in date).

For more information visit [www.fareshare.org.uk](http://www.fareshare.org.uk) , you can register your interest in becoming a member at <https://fareshare.org.uk/getting-food/>

#### **Food Drop**

An online platform that brings together retailers/food-to-go stores with local charities/community groups to share surplus food and reduce waste. Once signed up to the platform, you can choose a collection day slot from local retailers; on collection day you will receive a message via WhatsApp informing you of the time and location to collect. For more information and to sign up visit [www.fooddrop.co.uk](http://www.fooddrop.co.uk)

#### **Neighbourly**

This is a platform for helping connect local businesses to donate surplus goods to charities/community groups (donating businesses include M&S, Aldi, Lidl and Sainsburys). Ad-hoc or regular collection slots (delivery is not usually available) may be offered dependent on availability in your location at any one time. For more information visit [www.neighbourly.com](http://www.neighbourly.com) , you can register for an account at <https://www.neighbourly.com/accounts/registerchoice>

#### **HIS Church**

A redistribution charity, supplying charity/community organisations with supplies of chilled, frozen, and ambient goods (by the pallet load). Members pay a donation per delivery. For more information visit [www.hischurch.org.uk](http://www.hischurch.org.uk) or contact HIS Church at [hisfood@hischurch.org.uk](mailto:hisfood@hischurch.org.uk)







## How to set up a Food Redistribution Scheme

### **Useful links and resources**

<https://food.blog.gov.uk/2022/11/15/cost-of-living-supporting-food-charities-and-businesses-to-deliver-food-you-can-trust/>

<https://wrap.org.uk/taking-action/food-drink/actions/surplus-food-waste-redistribution>

<https://www.food.gov.uk/business-guidance/training-for-charity-food-providers>

### **Feeding Britain resources:**

#### **Feeding Britain Affordable food club toolkit:**

<https://feedingbritain.org/wp-content/uploads/2022/11/Affordable-Food-Club-Toolkit-August-2022.docx.pdf>

#### **Food supplies for food clubs:**

<https://youtu.be/VZ9OJSTAEFo>

**Food Co-Operative models:** [https://youtu.be/t\\_AQxARw6Rs](https://youtu.be/t_AQxARw6Rs)

**Local and regional food partnerships:** [https://youtu.be/TnxkGYbdU\\_Y](https://youtu.be/TnxkGYbdU_Y)

**Provision of affordable food through educational settings:** [https://youtu.be/\\_taWk\\_jQah4](https://youtu.be/_taWk_jQah4)

**Healthy Start scheme – policy and practice:** <https://youtu.be/xmBKE3Q9CaY>

**Growing activities alongside affordable food provision:** <https://youtu.be/uMyx59Q5spM>

**Cooking activities alongside affordable food provision:** <https://youtu.be/NTImGqquEyA>

**Foodbanks transitioning to food clubs:** <https://youtu.be/KZ314wK2FAU>

**Mobile affordable food clubs:** <https://youtu.be/BBJSdTsb7TY>

**Financial sustainability for food clubs:** <https://youtu.be/MvfKehrUyV8>

For more information on the support Feeding Britain can offer, including joining their affordable food club network, please contact Rose Bray via email at: [rose.bray@feedingbritain.org](mailto:rose.bray@feedingbritain.org)

For more information or to discuss this toolkit further please contact Rosie Cunningham, Public Health, Nottinghamshire County Council at: [rosie.cunningham@nottsc.gov.uk](mailto:rosie.cunningham@nottsc.gov.uk)

