

## **West Cheltenham Community Pantry FAQ'S**



### **How do I become a pantry member and what will happen next?**

*To become a pantry member, you will need to either be referred to us by a third party or complete a self-referral form. Once we receive this referral for you, WCP will contact you directly to invite you to the pantry. If you feel that you are in need of the support of the Pantry, please complete a self-referral form that can be found on the West Cheltenham Pantry Website and send it to [info@westcheltenhampantry.org](mailto:info@westcheltenhampantry.org) and we will contact you.*

*On your first visit to the pantry, you will be asked to complete our membership registration paperwork with us, which will take approximately 30 minutes and we can find out about you and your needs. Memberships can be reviewed every 3 months.*

### **How much does it cost to be a member of the pantry?**

*A weekly shop costs £4.00 for a total of 10 Items from the shop. 8 items from the shelves and 2 Items from the chilled area. We also supply seasonal fruit and vegetables on top of the 10 Items in your basket. The volunteers can help you select and pack your shopping*

### **When is the pantry open?**

*The Pantry is open Wednesday, 10.00am – 1.30pm. Thursday 10.00am – 12.00pm weekly*

### **How many times a week can I visit the Pantry?**

*You are allowed to visit the shop once per week at one pantry only. Please bring two large carrier bags every time you shop!!*

### **How many people are allowed in the pantry?**

*We will allow a maximum of 3 members in the pantry to shop at any one time due to space restrictions and to make the experience more pleasant.*

### **Can I bring my child/ children?**

*Yes, your children are welcome in the shop if you need to bring them with you.*

### **Dietary requirements / Allergies / Intolerances**

*If you suffer from any food allergies or intolerances and are unsure of a product's ingredients, please ask one of our trained volunteers for further information.*

**Why do some products that have old best before date?**

*The pantry may stock items which are near or past their best before date. Best before dates are about quality, not safety. When this date has passed, it doesn't mean that the food is harmful, but it might have begun to lose its flavour or texture. These items will be clearly marked. Some available food products may come without labelling. The pantry will provide a list of ingredients for these on a separate sheet. Should you not receive one of these please ask a volunteer.*

**Can you help me with other topics?**

*Yes. We offer guidance and support via our signposting service to other organisations to help you with other concerns you may have or problems you or your family could be facing. These services are free and offered by trained and qualified volunteers. There is advice and help for utilities, debt, work, housing, benefits, and wellbeing.*

**Are your volunteers and Staff fully trained and DBS checked?**

*Yes, all our staff and volunteers are thoroughly assessed and must have an enhanced DBS check before joining the Pantry.*

**Can I help at the pantry?**

*We are always keen to involve the community within the Pantry. If there is an availability for a volunteer position and you would like to join, we will keep you on our waiting list until a volunteer role becomes free, and then send out application paperwork for you to complete and return.*

**Is there parking at the pantry?**

*Yes, there is free parking at the Hesters Way Resource Centre*

**Can I shop for other members?**

*Please discuss this with the Pantry Manager.*

**Is the pantry accessible for wheelchair mobility scooter use?**

*The Pantry is ground floor with level access. The front door entrance is 90cm wide. Pantry, our staff and Volunteers will be happy to help you.*

**Is there a WC facility?**

*There are toilets located on the Ground Floor of the Hesters Way Resource Centre.*