



Nourishing Communities Partner Pack

Introduction

Thank you for partnering with FoodSavers on the Nourishing Communities fresh food voucher Initiative. This pack will equip you with the knowledge and resources needed to effectively identify eligible clients, and facilitate their access to fresh, nutritious food through our voucher scheme.

The Nourishing Communities voucher scheme provides individuals and families experiencing food insecurity with vouchers that can be redeemed for fresh food at Darley Street Market and other participating locations. This cash-first approach promotes dignity, choice, and autonomy while supporting local food retailers.

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Version 0.2

Key contacts

FoodSavers		
FoodSavers Nourishing Communities Relationship Manager	Blanca Rios	blanca@foodsavers.org.uk
FoodSavers Nourishing Communities	Helpline	vouchers@foodsavers.org.uk 01274 955010 (Inn Churches) Mon-Fri, 9am-3.30pm



Operating the voucher scheme

Eligibility Criteria

To ensure that we reach those most in need, the following eligibility criteria apply to individuals or families being referred for voucher support:

Essential criteria:

- Live in Bradford Metropolitan District.
- Have not received food vouchers from this scheme in the past six months.
- At least one of:
 - Households or individuals experiencing food insecurity due to low income.
 - Families with children living in absolute or relative poverty (as defined by Public Health Outcome Framework indicators B01b)
 - Individuals with no recourse to public funds.

Prioritisation criteria (the more that apply, the higher the priority):

Priority focus on underserved communities experiencing inequalities, including:

- Asylum seekers or refugees.
- People who experience severe mental health issues where food insecurity is a real risk.
- Families with children under 16 years old.
- Residents of high-deprivation areas (based on the Index of Multiple Deprivation):

Bradford Moor	Bowling and Barkerend	City	Eccleshill	Great Horton
Keighley Central	Little Horton	Manningham	Toller	Tong

- Individuals requiring culturally appropriate food options to align with dietary preferences or restrictions.

Voucher details and restrictions on use

The Nourishing Communities vouchers are aimed at supporting households to access fresh, nutritious food.

Following a successful referral, vouchers will be issued in the value of £10 per week for an individual, plus £5 for each additional household member, to a maximum of £30 for five or more people in a household.

Referrers should confirm the household size with verifiable third-party information.

Household size	1	2	3	4	5+
Value of vouchers	£10	£15	£20	£25	£30

Vouchers are physical items, in denominations of £5. Note that change will not normally be given by retailers.



Clients will sign a participation agreement, which includes a commitment to attend monthly wellbeing support sessions.

Referrals will be for up to three months of support initially, with vouchers to be collected weekly. At the end of three months, clients will need to complete a follow-up questionnaire to help capture outcomes for each client and based on that the initial period may be extended for up to a further three months. The scheme is designed as a temporary intervention, rather than a long-term ongoing one, and the absolute maximum period of support will be six months (and for many people support will be shorter than this), following which an assessment would be made as to other support that might more appropriate.

Initially, vouchers will need to be collected from the FoodSavers Wellnest, on the middle floor of Darley Street Market, or from Keighley Healthy Living (see appendix 2). As further outlets accepting the vouchers are identified, we hope to offer additional collection points.

Vouchers can be redeemed at market stalls displaying the Nourishing Communities logo in the Darley Street and Keighley Markets, and in time at selected other local retailers (see appendix 1).

They can be used to purchase:

- Fresh fruit and vegetables.
- Fresh meat and fish.
- Dairy products.
- Selected other nutritious food options.

Vouchers cannot be used to purchase:

- Chocolate, sweets and crisps.
- Pre-prepared food or ready-meals.
- Drinks.
- Alcohol or tobacco.
- Non-food items.

How to talk about the voucher scheme

Do:

- Explain that the scheme is about promoting choice and dignity in food access.
- Emphasise that the vouchers are about community support, not a charity handout.
- Highlight that vouchers can be used for fresh fruit, vegetables, meat, dairy, and other nutritious options.
- Mention the wrap-around support available alongside food vouchers.
- Reassure clients that the process is confidential and supportive.
- Explain that attending monthly wellbeing support sessions is a condition of receiving the vouchers.

Don't:

- Create stigma by using terms like "food poverty" or "handouts"
- Promise indefinite ongoing support (the scheme is designed to provide temporary assistance)



- Rush through the referral without assessing broader needs.
- Make assumptions about dietary preferences or cultural needs.

Data Protection and Consent

Before making a referral, please ensure that you have:

- given the client a copy of the Nourishing Communities privacy notice and ensured that they understand how their data will be used.
- obtained explicit consent from the client to make the referral (you will be required to confirm this as part of the referral)
- clarified to the client that participation is voluntary and they can withdraw at any time.

The referral process: step by step

1. Initial assessment

- Identify potential eligibility using the criteria above.
- Briefly explain the scheme to the client and gauge interest.

2. Referral

- Access the online referral form at <https://innchurches.co.uk/help/food/>
- Complete the form with the client present to ensure accurate responses.
- Submit the form securely.

3. Voucher issue

- Vouchers can be collected by the client as soon as the referral has been submitted.
- Vouchers will need to be collected by the recipient from one of a number of designated community locations (see appendix 2).
- If a client loses their vouchers, please direct them to contact the FoodSavers helpline on the number at the top of this pack, or visit the FoodSavers Wellnest.

4. Follow-up and re-referral

- You should ideally maintain continued contact with the client to provide additional support where necessary.
- In particular, if clients do not engage with support or collect vouchers for a period, you may need to follow this up with them.
- Clients will need to attend monthly wellbeing support sessions as a condition of receiving the vouchers.
- After three months of support, clients will need to complete an evaluation questionnaire to help determine whether further support is appropriate.
- We will conduct a final questionnaire with the client to help evaluate their experience of using the scheme and how it has impacted them.



Feedback and continuous improvement

Your insights help us improve. Please:

- get in touch with the Relationship Manager at any time with your comments, suggestions or feedback.
- complete our partner feedback form when requested.
- if possible, provide us with occasional case studies or client stories.

Appendix 1: Locations accepting vouchers

Darley Street Market

bradfordmarkets.com/the-markets/darley-street

Dale Farm Foods

Priestley's Fishmongers

Roswitha's Deli

Tropikal food

Solly's Fruit & Vegetables

Taplins Butchers

Ikhlas Halal Meat

The Middle Eastern Pantry

Fruit World

Spice World

Keighley Market

bradfordmarkets.com/the-markets/keighley

Barnes of Keighley (Butchers)

Other locations will be added in due course.

Appendix 2: Voucher distribution locations

FoodSavers Wellnest, Darley Street Market (middle floor), BD1 3HH.

Monday / Wednesday / Friday, 9-11am.

Keighley Healthy Living, 13 Scott Street, Keighley, BD21 2JH.



Other locations will be added in due course.



Appendix 3: Referrer registration form

Please use this form to register to make referrals to the Nourishing Communities voucher scheme.

We only accept registrations from registered charities statutory agencies working in line with our charitable objectives to support those who need it most.

Each person making referrals must read the partner pack.

Your organisation			
Organisation name			
Project name (if different)			
Who do you work with (what groups of people you support or help)			
Registered charity number (if you are a charity)			
Contact address (including postcode)			
Main contact(s)			
Name		Name	
Phone		Phone	
Email		Email	
Additional referrer(s) (Please use additional sheets if you have more contacts who will refer to the service)			
Name		Name	
Phone		Phone	
Email		Email	
Name		Name	
Phone		Phone	
Email		Email	
Name		Name	
Phone		Phone	
Email		Email	