



Shaping Places for Healthier Lives

Food Insecurity Project

Focus: South-West Shropshire

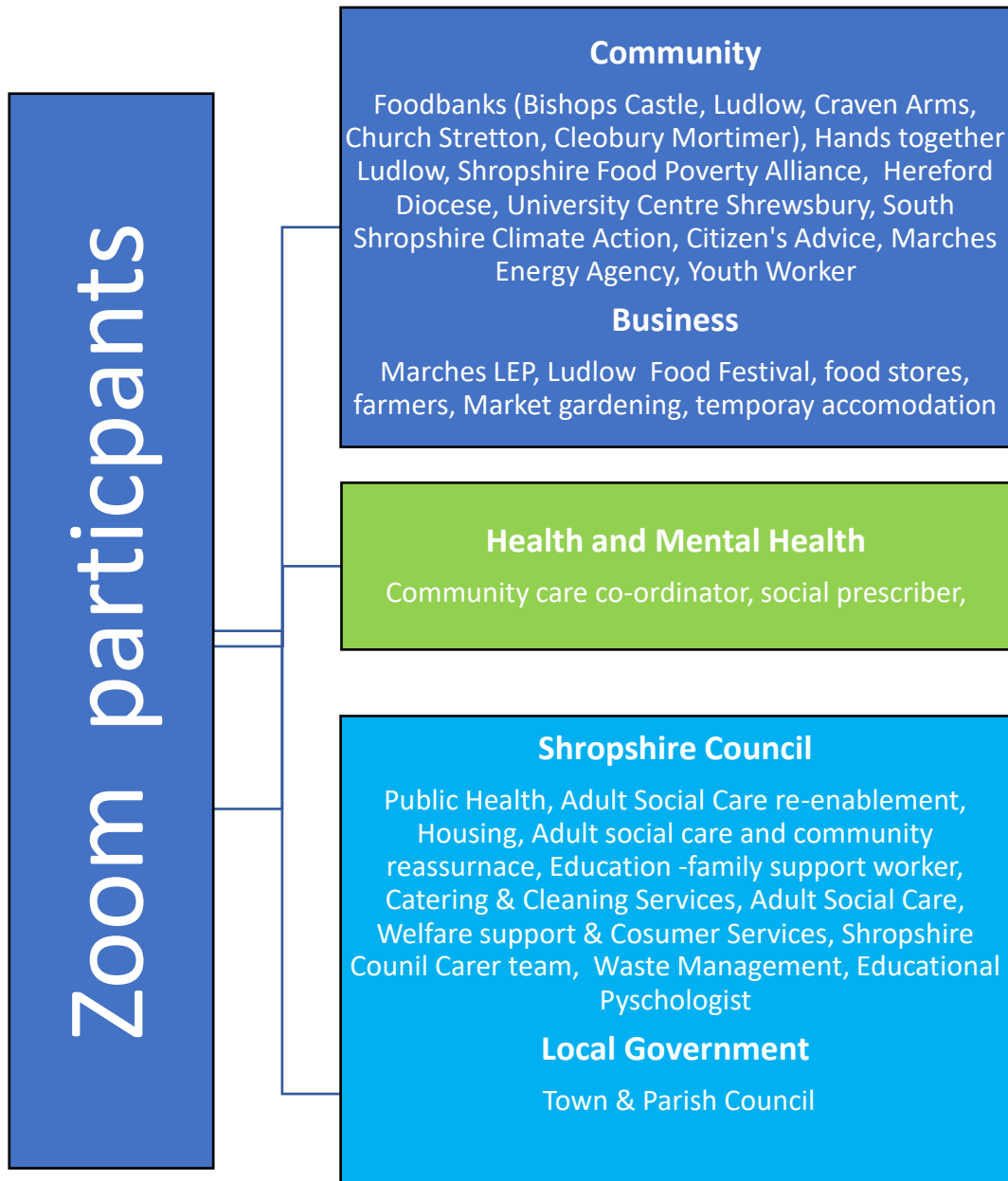
Appendix 4

Zoom participants, session format, early analysis of themes from the breakout room 1 'what strikes a chord', breakout room 2 'Solutions' and 'Wishlist'.

Engagement period:
February to April 2021

Publication date:
11 November 2021

From 47 booked Eventbrite tickets 33 participants attended across 4 sessions.



Each session followed a simple format, introductions from each attendee, interim results from the online organisational survey were presented and key questions were proposed for discussion in the breakout rooms.

Key Questions

Breakout 1 - What strikes a chord in your area or what is less of an issue in your area?

Are there other issues which haven't been mentioned?

Breakout 2 - What do you think about the solutions which have been highlighted in the research?

What would make the most difference in your area?

Are there other solutions which haven't been mentioned?

Session 2,3, and 4 closed with a question about 'a wish list'. "If you could ask for anything, from Santa, to solve the problems of food insecurity in your area what would that be?"

Returned evaluations of session 1 lead to increased time in the breakout rooms, decreased result presentation and the closing use of the 'wish list' as a positive summary of the session.

Breakout room 1 'What strikes a chord' allowed participants to share the context in which they work and their personal experience of supporting those living with food insecurity.

Breakout 2 Analysis -Solutions and 'Wish List'

Breakout room 2 was the focus of the zoom sessions.

It allowed participants to hear and discuss possible solutions to be considered for progression to phase 4 of the Shaping Places for Healthier Lives bid.

Analysis of the breakout room discussions

A 4-step process was used to analyse the themes.

1. Initial mapping themes by Healthwatch Shropshire

2. Closer definition and summarisation of themes was conducted by Healthwatch Shropshire and Shropshire Food Poverty Alliance.
3. Further reduction and clarification of themes was particular focus on solutions by the whole Shaping Places for Healthier Lives Food Insecurity operational team.
4. Solutions which were being proposed in the Phase 4 bid were posted on Healthwatch Shropshire online platform seeking further comment from zoom session participants.

Breakout room 1 & 2 and 'wish list' analysis against original mapping themes by Healthwatch Shropshire

Focus group 1 Breakout room 2 -17.03.21 (blue)

Focus group 2 Breakout room 2 -18.03.21 (green)

Focus group 3 Breakout room 2 - 25.03.21 (brown)

Focus group 4 Breakout room 2 -30.03.21 (red)

The wish lists comments from all sessions in purple

Breakout room 1 comments from all sessions in grey

NB Themed analysis is linked with the early mapping of issues surrounding food insecurity. Red titled themes were generated from this analysis only

1. Crisis support

Food Banks

- Food Bank has extended offer to include nappies, toiletries and cleaning materials some time ago to make it more 'humane and dignified' i.e. more choice rather than this is what you are going to get, community is generous to help them provide these.
- In Craven Arms we don't have many older people who come to the food bank, we get a lot of young, homeless men.
- There is a cooking skill with the pack for meals they can do, suggested practice could be shared with other food banks. Concerns raised that

individual he supports disclose various other issues concerned about safeguarding. 'Safeguarding training needs to be addressed for volunteers'. Issue to understand their own capabilities.

- Cleobury small market town no additional services, food bank users express struggle with contacting CAB by phone. Transport poor bus next week. Interested in Poverty & deprivation generally. Older people accessing food bank. We are small community and do all know each other.
- Bishops Castle transport issue is the same. If they don't have transport they can get stuck buying more expensive groceries from our little shops. Mental Health big one for Bishops Castle, more than average youth suicide. Food bank started in May 2020 independent offering fresh veg and deliveries which allows some anonymity which has also helped with some of our elderly people and those who have been sheltering.
- need to be more creative in linking food bank customers with Mayfair community centre - we haven't thought through enough the 'add-ons' to enable people to help themselves - people don't want to be dependent on others.
- Cleobury Mortimer lucky with volunteers with Facebook, with good relationships with schools. Dodington came with donations, they are also active in providing and seeking help. Donations include money and vouchers for local shops. Social media has really helped and getting groups to work together, 86 groups, regular communication is key.
- They have been supplying families with fresh fruit and veg and families are now sending back tins as they would much prefer fresh.
- The vouchers we are using local shops, giving them income, even freezer centre. Its communication some want to help but don't know who to get in touch with. Social media and newspapers etc. We should always give credit to our volunteers.
- Asked if economy picks up and employment levels increase can Church Stretton Food bank see themselves going back to just supporting women's refuge and homeless hostel?
- (Food bank) SY6 postcode is diverse and unique - some living in half million-pound houses unaware that in same 4 mile radius are people living on breadline; they are very generous in their support though when they do realise.

- *(Food bank)* about 6 months ago recognised can't just give long life food so now give out as much fresh food as possible, butcher vouchers etc.
- *(participant)* is questioning going down supermarket route to give people more choice
- *(food bank)* if he was to sum up change since 2019 - it is more people self-referring from the community, getting more people referring from hostel and refuge as well, obvious change is that people are running out of money in the community - his grateful there is sufficient donations of money to cover the increase, he is serving 40-50 people (family of up to 5 people) per week.
- Would like foodbank fairy to give a premises big enough to do everything they want to do
- Raised the issue that the GP surgery stopped giving Craven Arms Food Bank referrals so if they would like to, please start referring to food bank again

Council Financial support

(No comments)

2. Access to advice

Benefits

- free school meal vouchers through supermarkets; concerned that vouchers not usable in for example co-op and spar in Bishops Castle - entailing cost of travel for families to get to the supermarkets in Shrewsbury. This is an easy solution if this could be investigated.
- why is there a lack of willingness to give people money? Lack of trust that people will use the money for food.
- solutions that make sense in an urban environment don't make sense in a rural environment.
- Unemployment services must go to Ludlow. Most vulnerable are on their radar but some families don't want to be seen going to food banks. Real need to start putting these issues right.

- Covid-19 related issues bringing people to the foodbank and likely to for some time - many are women's refuge or men's hostel - have no money for food after bills and rent People not having sufficient money to afford food is a government issue, not a foodbank issue - he has people coming to him in a desperate state - they leave it too late until they only have a few cans of baked beans in cupboard.
- better access to benefits - told to go to the web, they need help negotiating the benefits system to ensure maximising income.
- would give people more money so they can make their own choices.
- people being able to have easier access to the benefits system, good if people could find their way not to need food banks as they have sufficient income.

Support

- Mental Health big one for BC, more than average youth suicide.
- online support but families aren't interested in online, just want to speak to someone.
- question 'do you have a Mental Health person in the GP surgery?' answered 'used to have a counsellor but not available now. Severnfields telephone number given to them as qualified counsellor herself doesn't feel it's counselling
- In Bishops Castle just opened an old shop brought by community land hub, 'one stop shop' for information and help.
- An old news agent as a community hub, that isn't a pub, where they can get information on debt relief or social service and food service. Share link of project in Brazil to relieve food poverty.
- having the capacity in the community with the right skill set. There may be other communities such as Craven Arms who have struggled over the years to take things forward.
- I would give people more money so they can make their own choices.
- people being able to have easier access to the benefits system, good if people could find their way not to need food banks as they have sufficient income.

3. Employment

Wages

- Needing employment opportunities, better opportunities in the area.

Opportunities

- There a lot is about mental health, number of addicts who may have disengaged with services, completely stuck in sense of hopelessness, and don't know how to get out of the situation they're in; aren't any easy jobs they can access to make money.

4. Skills around diet

- There is a need for the ability to budget and live within their means. Spoken with young mums, people don't have enough money because they're not managing it; getting healthy eating into education is important.
- I agree with (*participant*) no new solutions so why aren't we achieving this. Malnutrition is an issue for men; not an income issue - challenge is the rurality and cost of providing creative solutions, e.g., carer support has to drive 20 minutes to their next client and cost of travel.
- In favour of giving people more skills and knowledge and give them more options, improve health and wellbeing etc.

Cooking & Budgeting

- interested in understanding what's been done to support cooking skills
- been in numerous meetings where people say, 'if they knew how to cook, they would eat properly'. Considers really patronising, plenty of well-off people not castigated for not being able to cook and are eating poorly.
- offered thought why this was- reluctance to come forwards possibly and embarrassing. Transport issues don't surprise me, but cooking skills, possibly people not storing food correctly
- Widowed women better at making the adjustment than widowed men, less able with cooking skills.
- family member relying on carers to provide food so it was what can be done in 15 minutes. Lunch was a sandwich. Even Wiltshire Farm foods that you

see on telly are not nutritious. Family batched cooked for the week. But not all the food was used and there was waste there.

- I'm an Ex-teacher, curriculum use to provide cooking up to KS3, schools kitchen premises could be utilised to share skills. There may be more resources in the community that are not being used.
- I was on a slimming world page on Facebook and I saw someone had asked how you make mashed potato!
- I used to be a home economics teacher for 30 years and I think teachers tried to keep up to date with the way younger people are cooking. More common for both parents to work, people cook less. You also had to bear in mind that the ingredients you needed would have to go home as a list and bought by the parents and you would get some resistance to buying certain items. It depended a lot on the area, in the more affluent areas the ingredients always came in, in the areas where families had less income it was more of a challenge.
- I suppose personally I'm more similar to (*other participant*) I live in the South and come from an agricultural background. I think the cooking but also linking to growing your own. I know a lot of people don't have the space, but where the space is available education could link to children and adults. Not so easy to access shops in the south.
- when I visit people, I can't believe people throw leftovers away. Going back to what their granny taught them. I was shocked by what skills haven't been passed down from their grannies, Jamie Oliver did this thing where there was 5-year-olds who were in homes where meals are never made from scratch. We have lost some skills; this is a big area. Using basic ingredients.
- My kids are at secondary school and their food teacher is useless, the first thing they did was a toasted cheese sandwich but half the kids in my daughter's lesson didn't know anything, didn't know how to use a can opener.
- I think it has been squeezed out of the curriculum.
- people have assumed that the supermarkets will be cheaper (*than a wholefood shop*), but they aren't always. People need education about food, if they come here and buy the ingredients to make their own food it is so much cheaper and healthier. People don't realise how cheap it is to buy rice and a few ingredients for a healthy filling meal.

- Shropshire Council waste team- we've done a lot of promotions about food waste. Last week was food waste action week. It has been identified as a key area of skills that people don't have. People have developed these skills during lockdown as people stored a lot of food because we didn't know what would be happening, but then they didn't waste the stored food but used it. We have done various campaigns and are tracking this. We think people are starting to engage with us more broadly. Lots of resources are on the council website. Just turning your fridge to the right temperature can make a big difference to how long your food lasts. Things like just cooking the right portion size, saving, and making the most out of your food budget.
- it is all tins at the food bank, it's not the best food in the world but we have produced a leaflet with serving and recipes suggestions. We had a big problem with chickpeas, people who can cook donate them. Probably the best cooking course I've ever been on was a weight watcher one, the woman running it was married to a chef. If we could have in the community some sort of session that people could come to.
- we did used to run that sort of session where people could come along, taste afterwards, take home a rice scoop, learn how to reduce the rest. But it's money unfortunately because the team that ran it has now been taken away. People at the moment feel so isolated. I think it's really important to see how it is done rather than be told.
- yep, in person all the senses, taste and try it.
- cooking skills with children. 200 children at the Ludlow food festival experience short cooking session. Secondary school pupils had a go at skinning pheasants. I run a cookery club at a local school as a voluntary thing, not on the curriculum. Schools are keen but often the schools don't have the room or the equipment. Ludlow food festival - work with local small charities. Schools need space/ equipment needed, often equipment is spread around the school in other departments.
- Having an information booklet for people in various roles so that they can refer where to point people and guidance, also cooking skills/menus booklet generalised for everyone. Information booklet.

- Help facilitate cooking skills, so could link, and extend to the community through school kitchens.
- initiatives and education for young people around budgeting and cooking and affordable eating - forward thinking, preventive approach
- agree with the project around schools as less time available to children in schools for cooking and budgeting

5. Improved public transport

Cost

- access to services, transport, people not considering issues such as 'do they have enough money to travel', in other words better communication

Transport availability

- In my area there is 1 bus a week to get to Ludlow
- One man with low level mental health issues had a planned interview in Shrewsbury. This involved biking to train, a storm stopped the train, so he didn't get to interview. Solution might have been for social services to interview nearer to where he was.
- transport is an issue for families *she* works with, some are banned from Tuffins after resorting to stealing through desperation. Buses are unreliable. In 2 years, her eyes have been opened (previously worked in Onibury middle class area compared to Craven Arms; also working with travellers' site during covid.
- rural transport -very poor, 20% households don't have a car and rising as the demographic ages. Thursday market cheaper food if you can reach it (Church Stretton). Climate emergency and transport -we would like to see improved local bus services public to the market town of Church Stretton. Pockets of poverty.
- Need for helping people to get out of the mire; transport is an issue (buses quite expensive, unless you're a pensioner/have bus pass).
- rural transport issues - what is accessible by car may not be by public transport or those with mobility issues so this should be considered.

- Bishops Castle transport issue is the same. If they don't have transport, they can get stuck buying more expensive groceries from our little shops.
- accessible, affordable transport gives choice; delivery could help - we don't want people to reach a point of desperation; we want them to come forward earlier; but it's hard to see what will make the most impact
- No, we are in the centre of an estate, Grow Cook Share have been banging their head against the wall to try and get people to engage, we even put on free transport.
- Transport if you are an addict you have to travel to Shrewsbury which might only last a few minutes. Facilities seem to be in the north of the county, there isn't anything in the South, train fares aren't cheap and buses not reliable sometimes you can get somewhere but can't get one back. Aston Munslow and out in countryside is very difficult.
- enabling access to fresh nutritious food where people don't have to travel a long way to get it

6. Technology access

Broadband

- One think that shocked me is I see people on Facebook but then they say, when we are doing children's work online, they can't do that because they have no broadband. People are using mobile data for social media but when you need to sit down and do a grocery order it could perhaps be beyond what they could do on their phones. Young People may not have the access to broadband that we assume they do - assumption made that young people have capability, but they are using mobiles as an alternative.
- Pleased to hear the details,

Digital access/skills

- over lockdown, she's struggled most with Craven Arms area carers without internet access, illustrated by one gentleman in Corvedale area struggling to get a food delivery; petrol station in Leintwardine delivers as alternative as

can't get a supermarket delivery. Internet access is an issue also supermarket won't take over the phone orders.

- opportunity for young digital buddies to tutor older members of community to order food online, danger the older generation will be excluded with so much online; increasingly a need to maximise digital capability
- online shopping isn't easy; challenges in getting a slot. I struggled when I was self- isolating with Covid. You might be able to manage Instagram and Facebook, but online shopping is another challenge.
- Hands Together is trying to plug gaps and signpost on but often the provision is just not there within sensible distances for people. Looking imaginatively at digital services who that you can do this with, I feel that we are fixed in a mindset that these are where the physical services are.
- (*Stokesay Primary*) - struggled due to COVID-19. I'm in the old sure start rooms at the school we started taking charge of your life had parents signed up to this, but then COVID-19. The families I work with don't like digital they will not go online. Once we can get started again, we can do taking control of sleep workshops, I'm an understanding your child facilitator. I have contact with BM from Shropshire Council so we can check benefits and all that. I have used the foodbanks
- highlighting computer access at libraries, have benefits tool on Shropshire Council website search for the page with universal credit on it, lots of useful information and links to benefits calculator. They can save their information, and this is anonymised. Ideal tool for food banks. Hopefully soon budgeting tool will soon be added. Together all - lower-level Mental health tool and online support again on the Shropshire Council website which is being paid for by the council.
 - access to technology and the skills to use them. Community reassurance team at the start was connecting people, perhaps the digital is something to continue to develop.
- Digital inclusion, around connectivity as it brings a lot more benefits, alternative to or supplement libraries so that people are not excluded

7. Access to food

- Stretton has limited provision, coop is very expensive, budget end and only a couple of butchers, people don't have money to travel to less expensive supermarkets
- coop is expensive
- I work with Ludlow families, aware that Aldi's is well used; Sainsburys being built but won't be for those on lower income; during lockdown, have had good system with delivery of food with hands together though not sure if people have accessed it. Real sense that people suffer in silence - they don't ask or talk about it much. The Food bank is widely known about and well used. Single mums who've had a cut in wages have struggled, many haven't used food bank when they should have done.
- suggests as collective action to approach the supermarkets to address issues *in the local area.*
- there is nothing we can do about the availability of food; we can't make retailers open new cheap shops.
- People are often so limited by what is available to buy that it means they become dependent on cheap options that are within budget that can't deviate from such as cheap frozen food.
- struck by the lack of access to services, reluctance of certain supermarkets to deliver beyond certain radius and also internet access; he feels a collective letter to supermarkets requesting they widen their radius to support people who would use them; also address basket threshold value.
- in agreement with (*other participant*) about access being a key area - access to food in terms of delivery and also transport is a real barrier; some churches involved in debt money advice, people don't want to be visible locally, others want to access it locally - if choosing one thing, address transport access to give people more choice of where they access support
- consider a scheme to liaise with supermarket so don't need £40 cap.
- described middle-class club model where they club together on whole food and supermarket will deliver to your street (to highlight example of what's possible)
- I don't live in the south but when I go to Craven Arms I do wonder where do people do their shopping around here? There isn't the variety, and you can't

take advantage of the more economically supermarkets they just don't seem to exist.

- Coming together how we get practical solution to getting affordable fresh food to everyone
- that someone can phone a supermarket, get through and have a delivery at an affordable price
- access to food from supermarkets, being able to place orders of an appropriate size and receive a delivery order to people where they are
- everyone experiences joy of food, ability to choose and eat

Community solutions to access to food

- interested in how to address growing spaces; unaware of what's available in terms of allotment network in SW Shropshire, recognises that many affected by food insecurity don't have large garden spaces
- noted definite need to map where allotments are
- Local churches sometimes run day food exchanges. You don't have to explain your circumstances you can just come and get food. These can be a good supplement to other services. The problem is these only benefit people who can get out and about. There is a big difference between those who can't physically get out and those who have the social and community connections and those who don't.
- Food banks help people in crisis but could cooking and growing come in at the point of recovery and prevention.
- some would engage but those with mental health issues probably wouldn't and it's a shame because these are the people who would benefit the most. Everything is too much for them. It's sometimes all they can do to get to the food bank. Everyday life is too much, they can't contemplate any extras.
- The intrinsic value with the connection with food and local food production -missing issue. Standards and community gardens - room for so many tick marks Mental Health, teaching children and adults want to eat it, community cohesion -doesn't solve anything. Jenny - connections with food

producing opportunities. Do think if there were land people would be able to grow? Cooking - bring things back together.

- if someone at crisis point their ability to manage and engage with others isn't there, not able to focus on cooking skills and grow things at that point.
- *what would help you with food insecurity?* 2 charities organising a supermarket pay £3 then E.g.s of offering cooking advice, demos of how to cook - 'sounds fun', classes where people learn to cook a meal - unlimited fruit and veg, limited other foods. She will share link to the project with Jayne.
- No new ideas there. There is a male problem here, particularly elderly men illustrated by Mayfair which offers good support network, women-oriented, don't have same for isolated men (e.g., men in sheds) for me who have been widowed, don't have access to a car. Need to be more proactive in identifying people. Clear that it's an issue of isolation not just food poverty and fuel poverty
- I think community gardens with open access would have a real benefit.
- Wem have a good project, people are invited to pick food from the community garden, and they have careful messaging telling people what is ready to pick and what isn't.
- I think projects like this would be good for people with less severe mental health issues such as anxiety and depression.
- My husband works in mental health and used to use activities like this.
- are there ways community gardens can work for people with limited mobility etc.
- I absolutely think they would use a garden. I also think we need to teach people how to cook from limited ingredients and resources, bring back more of a make do and mend approach. Emily- there could be scope for some intergenerational projects.
- Community gardens aren't a quick fix, they are a longer-term solution. There are also many elderly folks with large gardens that they don't have the capacity to take care of anymore, could we match these spaces up with people who have a desire to garden but don't have the space?

- I think that is a really interesting idea. I'm thinking about if there was access and community links and facilitation. Signposting to these sorts of services.
- we have to bear in mind that everyone is already overloaded, who is going to do the work?
- A lot of voluntary initiatives and action, it's about thinking how we add value to this.
- there are so many properties with fruit trees with fruit that aren't being picked.
- there are gleaning networks in other areas. Also, in response to J's point, one of the concrete outcomes of this project will be a funding bid for 300,000 so that would help create more resource and capacity.
- have you seen Garden Organic Master Gardener funding?
- Hubba run a community fridge scheme, there is an issue with the electric bill and needing someone to manage it as well. But they have gone down successfully. One won a local authority recycling award. Smaller towns and parishes are different.
- Could be a lot to do with people finding out about it (*meals*) and accessible not just in terms of transport but in terms of stigma and not wanting to go to a church for example. There needs to be different approaches for different people, one thing is not going to suit everyone. I know in Bishops Castle have a space on the highstreets would be great to see something like that.
- There are a lot of older lonely people, I wonder if there could be some sort of scheme set up where older people with cooking skills partner with families. Connect older people who don't want to just cook for themselves with other people. From bonds and interaction with each other.
- In Shrewsbury they used food from SFH and they did Christmas dinners they just asked for a donation towards the running for the event. They have always gone down quite well. A lot run by Churches or local groups like that which can put people off.

- We did have a thing like that at the Rockspring centre but only 5 ladies came.
- equipment - maybe putting together some wish list for equipment, even for things to do with accommodation. If you have list of things which can send out to the private sector, which would need co-ordination between groups. Used this process before with youth cadets. Circulate a wish list for your project and see where you can get that help from.
- community vans/shops so people can get access to fresher, slightly cheaper more nutritious food. Cleobury people travelling to Ludlow or Kidderminster, we have a co-op locally really expensive. Food bank people say would be nice to have more local things, not asking people to take me 20 miles to buy the basics.
- efficient effective way of engaging vulnerable people in community growing and connecting people

8. Co-ordination between whole system services & Service provision including MH, Social Services,

- illustration of how difficult it is to get information, had a group of women begging on the streets in Ludlow and clearly homeless, probably trafficked. There is a helpline but they have very poor language skills. If you are living local difficulties to getting to the library; also is that where the information still located.
- *Food Bank* organiser- shock that Public sector response high that they aren't aware of other services. This was a surprise.
- *Adult Social Care practitioner*- would the families be at crisis point by then? Important to keep people in communities safely, and provide info, advice, and signposting.
- *events manager Ludlow food festival* talking to large audience throughout the year - Ludlow food network including food banks, fair trade, low food

etc to discuss. Have charity arm which works together with hands together/food banks, but we don't have anything at the event to highlight what we do, so some of the people here might be helpful to me to help with this to highlight the issues.

- agreed coordinating the services and having more in the south
- would like more of the services we have lost to be more accessible in the S-W and be able to confidently send individuals that way
- break down professional and organisation barriers that are stopping things from happening - how we network and work together to get the best for individuals - putting them right in the centre, asking what's the best for them - rather than 'this is what we do, this is what we can offer'.
- My role is accommodation and logistics for the council, from my perspective mirroring what others have been saying but particularly a single point of contact. Someone to co-ordinator as different issues come through Food poverty, Mental Health, homelessness, so one person coming to us saying this is what is needed space for cooking etc and therefore we can help me.
- Increasing communication across all these parts to join up to a degree. Also extending the confidence/capacity and support available to those on the ground to support them when having those conversations with residents.
- Town Council and parish council to be proactive that have not been active, co-ordinating, and identifying gaps, move it towards the vulnerable.
- access to support, advice, community relationships, transport, and cohesive ability to put it in place; be able to ask for help and it be there

Improved communication

- works with older people (deliver support, admission avoidance and hospital discharge, working to keep people safe and resilient in the community). Lots of merit to help people so they don't end up in hospital; when person reaches crisis point, they end up in hospital, then discharged back to same problems (MH, equipment etc. all the things we've mentioned).
- Highlighted there are certain periods of time when pressures are more difficult - e.g. winter period, bank holidays where lots of services may not be open. Can we capture whether these times create pressures for people?

- when people are discharged from hospital, tend to come home, and may not have told people what's happened - real opportunity to ask different questions at this point to help probe and ask the questions that they won't often ask themselves.
- sometimes individuals need someone to help them navigate, not necessarily social worker, this is where strength of community lies - we need to make that connection.
- Does food come into your hospital discharge?
- We have lots of domiciliary care, if bad weather carers not able to support; if people not able to maintain their nutrition then long-term impact may mean re-admission, may not manifest itself as the underlying cause of re-admission. If we can ask questions in a different way, may help.
- what about children & families?
- she tends to work with older patients in the surgery, she does have some younger patients.
- So impressive what is already going in the community. Communication is key but not everyone is connected by social media and treat each circumstance on individual basis. Make all communicating as inclusive as possible. How can we support more of the existing good work.
- Promotion through local and parish councils from Shropshire council down to get communication across as they are more locally connected.
- some sort of coordination between GP surgery and services around the Church - hard to refer people to social services without 'The Gateway' (offices open).
- Better communication as we have different ideas and perspectives

Access services

- concerned that as a debt provider the response was mixed, capacity has doubled but referrals have dropped. Needing to understand this further what the barriers are.
- Issues with GDPR but where it would allow we are currently lacking getting a more holist support around people. I know from people coping to food bank that they are about to hit crisis point then a few weeks later you hear that they have as something has happened, MH crisis or kicked off and got

arrested. If we had been working with consent we might have been able to support them in a different way. At the moment we don't have those mechanisms.

- access to services must be over-riding area. Occasionally pick up sad story taking prescription to someone and find they haven't had contact of months, very marked in rural area. Services genuinely not accessible to people - S-W towns like Ludlow not big enough to have national services - often provision isn't there within any sensible distance. May be about creatively delivering digitally for example.
- Located in old Sure start building, a large room with kitchen & baby changing facilities - started signing parents up to take charge of life; in C/Arms families won't go online, as prefer to access face to face support. Physically getting together hasn't happened and the families she supports won't access MS Teams. Challenge is being able to provide face to face support in rural area, e.g. transport issues if you're an addict as you must go to Shrewsbury. All facilities seem to be in the north of the county, little appears to be in south, transport not reliable or affordable.
- would flag up mental health, its huge and is a national problem; she definitely notices in younger people she works with how much they've suffered, greater access to MH support, (GPs prescribing medication but also need mentoring and support

9. Stigma

- this process has made me think about the humility with which we approach the situation when someone is in need of food support. The importance of being non-judgemental.
- GP Practice: knows there are struggling families, but they don't ask for help. Do they know how to ask for help? Feels not likely to ask Doctor. VC suggested rolling information in waiting rooms is a consideration.
- Very rural areas - very visible where you are known, challenge with many people.
- Need to re-frame the stigma issues- 'we are a small community, and we look out for each other' might not be me this year but could be me next year. The intrinsic value with the connection with food and local food production -missing issue. Standards and community gardens - room for so many tick

marks MH, teaching children and adults want to eat it, community cohesion -doesn't solve anything.

- We have families on 80% income trying to pay 100% bills. The most vulnerable are often on the radar but it is those families who will not, because of the stigma, be seen going to the food bank. One family travel to Ludlow because they don't want to be seen in Craven Arms food bank, costing them money. These sorts of issues we can start putting right.
- see somewhere they can go when they need it, issue of access, information and support with no stigma attached. Also Digital inclusion interrelated big issue in South Shropshire.
- that people are able to come forward for help that they know there is no stigma
- stigma a what a massive barrier that is - in ideal world people would be met with dignity and respect

10. Investment

In affordable housing

- having secure accommodation; cost is main feedback she hears

In cooking facilities

- local men's hostel residents get little - bed, microwave & kettle pack, everything else they are told to go to foodbank
- For last 18 months I've been using my hotel as temporary accommodation for Shropshire Council, for first ever homelessness. Ranging from single mums who are domestically capable, however the majority seeking shelter are men in their 20s-40s through various issues such as mental health or substance misuse or unfortunate circumstances. Not obligated to provide any cooking facilities, he has installed some basic facilities such as microwaves. St Julian's for food support. He has tried to install some basic cooking facilities, but fire prevention has prevented this. He does not have full information on the people that are sheltered with him regarding mental health. He has had a couple of instances where hobs have been left on *burning the carpet*, this is not the issue but rather if there is a further fire

hazard. The men lack cooking skills, did have the opportunity to learn necessary skills. Language also a barrier (Romanian, Bulgarian)

- interesting filling in the survey question 'do you think there is poverty in your area?' she put Don't know as her area is small. Speaking for C/Arms and surrounding areas - equipment is an issue. E.g. several men rent caravans with have no cooker, charity have offered to purchase but won't take their charity

11. Heating & energy bills

- Fuel poverty is a real issue that is exacerbated by inadequate housing. The houses are draughty and not insulated properly so people are having to spend a lot of money on keeping them warm. There is a policy to rip out carpets when new tenants arrive, this is so wasteful.
- I think that is a national policy Julia- Maybe Shropshire should start a trend! Houses not on mains gas also struggle. Oil tanks are hard to budget for.

12. Environmental issues

- skills and community development, council and private sector supported/funded by national government -it can't be acceptable that people are hungry in our rich country, see this as an opportunity.

13. Links with business

- hardly any representation from the private sector. He would like to involve anyone who would like to input a social supermarket, food delivery service, electric vehicle to deliver, involving big supermarkets to get food waste, and really reaching out with tent pools, library books in vending machines in pub car parks, getting pubs involved. Getting food banks in the public, getting the community involved. Talk to people in every sector in Shropshire
- Business model feeds charitable arm CIO CIC can be really helpful, can become self-funding. Gain skills to gain employment.
- Incentives for business to get them onboard.

- all of the above and wish to link with everyone in the group to discuss projects with the private sector.

14. Community Schemes

- Funding?
- hardly any representation from the private sector. He would like to involve anyone who would like to input a social supermarket, food delivery service, electric vehicle to deliver, involving big supermarkets to get food waste, and really reaching out with tent pools, library books in vending machines in pub car parks, getting pubs involved. Getting food banks in the public, getting the community involved.
- 150 across Shropshire if all resources are pulled there is even greater potential buying power.
- to add on from Stu discussions the social side meeting and eating together as many of the older people do not access food banks. Locally grown food grown together, eat and prepare food together. As pubs have been struggling this would create a new and additional purpose.
- May 22nd launch a transportation plan, want it to be inclusive for the whole community. MS Mental health outdoor gym, more plants and flowers, health of people.
- Practical ways to link producers to people who can benefit from fresh produce, local vans and growing
- Education/Training for growers, some innovative community focused business models for farms.

Reducing food waste

- Council scheme

Council policy housing/farmers

- Planning permission for accommodation for young farmer, bringing down barriers for young farmers

15. Need for further understanding

- how much do we know about the demographics of poverty in rural *areas*? Pensioner poverty - very backward in coming forward, what do we know about their access to services.
- Academic research head, a local community food assessment as there is not one size fits all approach. Evaluation across the food system from production to processing, retail, cooking and waste disposal across the horizon is valuable and look who is impacted across the community with a view of inclusivity and get as many people on board and communication experiences.

16. Other

- number of things that could make a difference is overwhelming
- hard to say anything particularly local to our area
- distinguish between those solutions that are around crisis and those that are around the recovery pathway and prevention.