

## **How can food distribution be more dignified?**

Get people involved:

- Share tasks
- Share skills
- Help with chores
- Relationships matter
- Discuss your community needs and consult donors

Payment options:

- Ask people 'What would you like?', 'How much are you willing to pay?'
- Allow people to do their bit
- Pay 'on time'
- Freedom to choose
- Sell at cost-plus-1p

Consider people's:

- Feelings
- Right to dignity
- Power of choice
- Willingness to share
- And gather & accept feedback

Use appropriate language:

- 'Surplus' or 're-distributed', rather than 'waste'
- Neutral conversations
- Give people time to talk/share
- Give staff training
- Consider people's feelings
- Tone of voice

Use appropriate behaviour:

- Welcome everyone
- Approach people
- Be available to chat
- Listen & engage
- Eat together
- Discreet service
- Raise awareness of cultural differences

Connect:

- Connect with the whole community
- Cook together
- Learn with others
- Share skills
- Good models – 'Food Train' and 'Meal Makers'
- Delivery service

Environment:

- Community Cafe: a place to cook, eat and share
- Gathering
- Social events - a means to reduce isolation
- Food themes to bring people together
- Sign-post to resources