**Membership of Hope foodclub**

Hope’s FoodClub is changing. Before the virus hit, people paid a membership fee and then could access the club to get discount food, paying for each box they bought. Typically monthly spend was around £42 for anyone who came weekly.

When the virus hit we changed to a home delivery model and could not collect money and our admission procedure was relaxed. Demand has gone up more than three fold. We need to start to return to a position where people on stable benefits can be club members and start paying for food again, alongside continuing to feed people with no income for free, as in a foodbank.

Hope’s food club is both a foodbank AND a social supermarket

It is designed to help people on low incomes to get access to essential food and toiletries.

For people who do not have any money at all – those without any recourse to public funds, benefits not paid yet, etc – it operates as a foodbank.

For those on regular stable benefits, it also operates as a social supermarket: a club where through paying a membership fee, people on continuing low income levels can get access to discounted food and toiletries (and through our charity shop, cheaper clothes) and so they can reduce their overall spend on these items. It is not designed to meet all dietary needs or supply all the food needed by a household per week.

It enables people to buy a volume of food to help free up money for other essentials like rent, clothes and fuel.

Over time the types of food on offer will vary and increase. Some weeks there will be more bread and veg and other fresh items; there will always by ambient food (Tins/dried/Long life). At all times the club will strive to offer the most healthy food available and restrict the volume of high fat/sugar products. The core box will be assembled by Hope staff with some options for swapping items – we try to cater for other diets too.

From now on, membership will cost £10 a month, but we will make no charge for food. Effectively the cost of taking food weekly for members will reduce from what they paid before (c£42) down to only £10 a month, a great saving.

There will be opportunity to purchase additional items such as restaurant style prepared meals. Pre-ordered by email or telephone (below) the week before your delivery.

**Eligibility**

Anyone who has no income at all will be able to join Hope’s foodclub and receive food until income is secured.

Ongoing membership of those with secure benefits Hope’s foodclub is open to people who meet criteria of income and in some areas of operation, locality.

1. In all areas people can only be members of food club by showing evidence of benefits currently received: these include JSA, ESA, Universal Credit, Income Support, Working tax credit and PiP. You must include photographic evidence of who you are and attach this to the membership application.
2. Membership is only open to someone if they provide evidence of identity in photo form, along with evidence of residence such as two bills for utilities. Mobile phone bills are unacceptable.
3. If your status changes, your eligibility will change. If you start work and cease to be eligible, you must tell us.
4. Membership is open to the family or household unit resident in the house at any one time. This must be identified at the start of the membership.
5. Membership will be monthly and your status will be reviewed monthly.

**Benefits and entitlements from Food club**

By becoming a member at a fee of £10 a month:

1. You can buy food each week up to a possible value of £40, plus some free items
2. Representatives from membership will be invited onto an advisory group for the project.
3. Members can also volunteer to work on the project.
4. You can get 5% off all items in Hope’s charity shop
5. You can ask for help with specific problems – debts/benefits etc

**COVID-19 Control Measures**

1. Please respect our delivery drivers and keep a 2 metre distance at all times.
2. Delivery to your door step will be carried out where possible. We will knock your door/ring your buzzer and let you know we have dropped the donation.
3. DO NOT approach our delivery drivers for any reason to discuss any issues, instead please call 01604 214 300 and explain any issues, or ask any questions.
4. You can pay cash to our drivers in a sealed envelope clearly marked with your name and address on it please. If you are paying cash the driver will be aware and we ask that you place the envelope in a bag and hand the bag at arms length to the delivery driver. We would prefer you to pay by direct debit if possible to protect you and our volunteers as much as possible.

**Rules of behaviour**

1. Verbal or physical abuse of staff or volunteers of food club is not acceptable at any time and if you do so you may be banned and your membership terminated with immediate notice and the police may be called.
2. You may not pass your membership on to anyone else to use instead of you. Linked family members cannot come instead of the club member.
3. Food is supplied to the specific household of the member concerned. Extended families living in another property, could become members in their own right, if they meet the income criteria, but not extended families in another area with a different income profile.
4. Any falsification of documents or identity to get access to foodclub may be referred to the police and you will be barred.
5. You may not buy more than the volume supplied, even if you have a very large household. Sales are capped to the volume specified above.
6. Abuse of other customers in foodclub is not acceptable at any time and subject to warnings you may be excluded if this occurs and potentially banned from membership.
7. Decisions made by foodclub staff are final and cannot be questioned when your delivery is left for you. If you wish to make a formal complaint about the behaviour of foodclub staff then ask for the complaints procedure.
8. You may not re-sell any item you buy at foodclub. Anyone identified or reported selling goods will be immediately barred from the club.
9. If your benefits change and you do not tell us, you may be barred from membership and potentially referred to the police.
10. Members should not use the club to buy food for people who are not members or not eligible. Instead, encourage them to join, if eligible.
11. Food is non-refundable and non returnable.
12. Membership fees are not refundable.
13. By signing up to be a member of foodclub you agree that your data can be shared for the purposes of checking identity and fraud with other foodbanks in Northampton.

Charging will start from July 1st

1. Please have your form filled out that has been sent to you in your box with this letter by the following delivery day.
2. Please place your form in an envelope and all other supporting documents. If you are able to email us your evidence, we would prefer this.
3. Please email the evidence to [adminFC@northamptonhopecentre.org.uk](mailto:adminFC@northamptonhopecentre.org.uk) please take clear photos of the evidence ensuring we can clearly see the required evidence in all pictures such as address, or unique references for benefits etc.