

Appendix 4 – Case Study

Oasis Pantry opened in September 2021, to fulfil a growing need for long term access to low cost, high quality food. This need had been identified through a number of different channels, including the long term holiday hunger project run by Oasis (Make Lunch), which developed from bi-weekly clubs with enrichment and hot meals in every school holiday to the delivery of weekly food parcels for 19 weeks due to Covid-19 as 70% of our Make Lunch families reported difficulties affording food directly as a result of Covid. However, this model did nothing to support people to move on from that point of crisis, and so we opened the pantry to support people to find a way to stay out of crisis situations through signposting to other services while reducing pressure on their budget.

Our members

Our membership is around 80 active members, and on average around 40 attend on any given week. Reasons for membership are varied: some members have joined because of the impact of Covid on their household situation and finances, eg. because someone in the household has been furloughed or made redundant, or because they don't qualify for any of the support measures put in place; 60% of members are unemployed long term; nearly 20% have experienced domestic abuse and two thirds are supported by support workers.

Our members predominantly live within walking distance of Oasis, however several travel from further away because we are the closest pantry they qualify for.

Our partnerships

We have established strong partnerships with several local charities and agencies. We receive referrals from the Wellbeing Hub, along with other organisations such as DHI, Genesis, Julian House, Foodcycle, Bath Mind, Reach and HomeGroup.

We are part of the Affordable Food Network which has proven to be invaluable in developing both the pantry membership and the pantry offer, eg through connecting us with potential suppliers, highlighting funding opportunities, connecting us with groups able to support our wrap-around care and signposting offer. We've been able to extend our immediate network and work more closely with other local charities, and have particularly benefitted from this group's association with Feeding Britain.

What's the impact of the Pantry?

In these exceptional times, with the uncertainty of income from my self-employed work, and as a single parent, I have found the Oasis Pantry a lifeline and fantastic service. A service that, if it didn't exist, I would struggle to put nutritious food on the table for my family. I don't know what I would do without the Pantry. I am so very grateful to the team that make this happen.

I'm a domestic abuse survivor and have 2 young children. My benefits were stopped by mistake and I started to struggle to make ends meet. The Pantry has been a life saver over this period as I've been able to get nutritious food at a fraction of the usual price. The extra support over Christmas was amazing too and the presents we received really made the day.

Julian House supported housing team leader said this: *It's been fantastic. Clients may sometimes rely on foodbank and that can become a dependency. There's no shame attached, they are having an experience of going shopping, and choosing their food, not receiving a handout. That*

transactional relationship is really important because it requires commitment. There's not a sense of entitlement - there's a sense of gratitude.