

The Cheltenham Trust Food Hub supporting Cheltenham Borough Council and the Gloucestershire Community Help Hub.

Following closure of all its venues The Cheltenham Trust responded quickly to repurpose its resources and assets to ensure future resilience and to support the local community.

The charity was able to move swiftly to work in partnership with Cheltenham Borough Council to support the most vulnerable in the community with essential food supplies. The council approached the Trust knowing its in-house catering operation had a robust supply chain, which enabled the redeployment of resources and assets to swiftly establish a vital food supply and delivery service.



A core service providing frozen ready-made meals and two sizes of basic food supply boxes was established. A 10-day rotating core menu of 10 different dishes is provided ensuring customers are able to enjoy a variety of dishes including vegetarian and vegan options. The food boxes are supplied in two sizes providing basic supplies for breakfast, lunch and dinner.

Customers access the food delivery service through the Gloucestershire Community Help Hub. Their call or email is passed to a call team at Cheltenham Borough Council who then pass the customer contact details to the Trust to coordinate specific information, such as dietary requirements and substitutions to ensure the customer receives appropriate products and meals.

The food hub is run by a small core team of seven people with the chefs preparing and cooking the ready-made meals every other day.

Daily diary of the food hub

- Information of the day's orders are received from the call centre at Cheltenham Borough Council
- The co-ordinator at the Trust calls each customer and collates the information and updates the food hub team each morning on the number of frozen ready-made meals and food boxes that are required for the following day.
- The catering team arrives at 7am and the orders are packed into boxes for the day's customer deliveries.
- The parcels are loaded into the Trust's delivery van for the four-hour round trip delivering to customers.

Delivery figures

Demand for the food hub support has grown since it began operating at the end of March.

In its first week (week ending 29 March) the hub delivered 26 frozen ready-made meals, six small food supply boxes and 25 of the large boxes.

Last week (week ending 1 May) the team delivered 151 frozen ready-made meals, 18 small boxes, and 85 large boxes.

In the six weeks since the food hub has been operating it has produced and delivered a total of 423 frozen ready-made meals, 109 small food boxes, and 385 of the large food boxes.

The Cheltenham Trust is proud to be working with the council to support the local community at this time of crisis.

