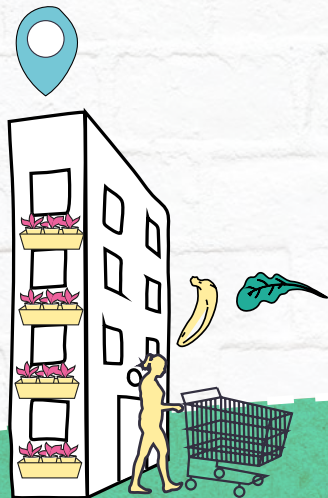


COMMUNITY FRIDGE

'How to' guide



WWW.HUBBUB.ORG.UK
Registered Charity No. 1158700



#COMMUNITYFRIDGE



HELLO FROM HUBBUB

Launched in 2014, we're a charity that inspires ways of living that are good for the environment. We design campaigns that make environmental action desirable. We disrupt the status quo to raise awareness, nudge behaviours and shape systems.

*We do this with knowledge and playfulness,
and we won't make you feel bad.*



INTRODUCTION

Food waste is a big issue. A third of all food produced globally is wasted. If it were a country, it would be the third biggest emitter of greenhouse gases globally. Most of this food waste is avoidable and could have been eaten had it been better managed.

Community Fridges are one tried and tested way of stopping good food ending up in the bin and promoting a spirit of sharing and mutual support within a community.

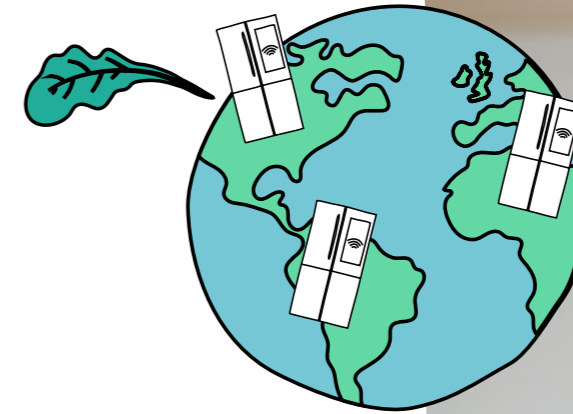
They work on an honesty basis and are housed in public, accessible places, making surplus food freely available to members of the public. Surplus perishable food is donated by local businesses or members of the public and then made available for all. Unlike food banks, the fridges are available for anyone to use.

With each fridge sharing one to four tonnes of surplus food per month, the collective

impact is huge. However, community fridges often do much more than cut food waste, and the stories we have heard from the communities reflect that. The fridges bring people together and help build stronger bonds within the community. Often they support cooking workshops, food growing, lending libraries and other initiatives which supports communities to be more environmentally friendly.

Hubbub has put together this 'How To' Guide to help you smoothly navigate the set up and running of a successful, safe and celebrated Community Fridge.

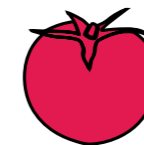
Please use it as guidance but bear in mind that one size will not fit all, there are many ways to run a Community Fridge. If you have any questions about the information provided and how it might apply to your situation, you can get in touch with the Hubbub team at: communityfridge@hubbub.org.uk.



THE POTENTIAL

Community Fridges have the potential to make a big difference to the world by:

- Reducing food waste.
- Strengthening communities.
- Building trust.
- Providing fresh, nutritious food to many.
- Being sites of food education.
- Bringing people together around good food.
- Promoting the benefits of the sharing economy.



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THE STORY SO FAR

One of the first Community Fridges was set up by Hubbub in 2016 in the UK town of Swadlincote, Derbyshire. It was an experiment to cut household waste and help families save money, and it was welcomed by the community with open arms.

Hubbub took the idea and trialled it in other locations across the UK, adapting the concept to the needs of each area. The idea spread rapidly and the network grew from 10 to 150 fridges in 4 years, helping thousands to access nutritious food, save money and reduce waste across the world.

By setting up the 'Community Fridge Network', Hubbub supports groups across the country to establish their own Community Fridge projects with ongoing support, guidance and information which can help them operate effectively and safely, while redistributing huge amounts of surplus food.





THE NETWORK

By joining the Community Fridge Network (CFN) groups across the UK can become part of a growing movement to reduce food waste, bring communities closer together and create excitement around food. Free to join, the network is open to groups already running a similar community fridge project as well as those who want to set up but aren't sure where to begin - wherever you are on your journey we're here to help.

Our members have access to free resources, guidance and 1:1 set-up support, along with access to our members only area complete with exclusive events, appliance discounts and networking opportunities.

The advice shared in this guide, and by Hubbub more widely, will also support groups outside of the UK to establish successful Community Fridges. We also have USA specific advice available. Please specify your preferences.

The CFN brings together major UK retailers, grant giving bodies, local authorities and community groups to reduce business and domestic food waste and support community resilience. It also enables experiences and impact to be shared so projects gain credibility and additional support. It is strongly advised that all UK Community Fridges become a part of the network, so that everyone can be confident that all projects are running safely and effectively, with minimal risk to the public.

Contact us to join the network:
communityfridge@hubbub.org.uk

A free national network of registered Community Fridges that provides:



A comprehensive how to Guide



Access to exclusive fridge appliance discounts



Link to food donors



**Graphic design support
Promotional materials
Custom logos**



PR and social media support



**A supportive community
Networking opportunities**



Support with protocols and policies



Support with Impact Measurement



Support with securing funding



OUR ETHOS

Community Fridges are a friendly, accessible and community-led initiative. They are open to everyone, regardless of means and are not a food bank, or a solution to food poverty.

Members of the movement share a vision for enticing and user-friendly spaces. To help achieve this, We've created a range of resources including posters, recipe cards and illustrations that you are welcome to use and adapt, in order to create a fridge that suits your community. Get in touch if these have not yet been made available to you.

We strongly recommend that you create a user agreement for your fridge. This will act as a code of conduct that volunteers and visitors will agree to and promise to follow when visiting your fridge. It can be tailored personally to your fridge and be core to the values and expectations of your community.



1 FIRST STEPS



1.1 ORGANISATIONS AND LIABILITY

ORGANISATIONS

While you may have a number of organisations and individuals wanting to support your Community Fridge, for the purposes of public liability insurance and managing finances, you'll need to choose one legally registered organisation to lead the project. This can be an organisation you legally set up, or it can be an official partner such as a church, community centre or housing association. Whichever you choose they will need to register as a food business, which can be done via your local authority: www.gov.uk/food-business-registration.

Another thing to consider is insurance, you'll need to include your fridge in your public liability insurance. Organisations that have set up the existing fridges have found this relatively straight forward, and have been able to include the fridge under their existing cover at little or no extra cost.

ENVIRONMENTAL HEALTH

You'll be able to limit the host organisation's liability by taking responsibility for providing a professionally-run and clean fridge.

Contact your local Environmental Health Officer as early as possible. They may be able to provide advice based on your needs and the site, and help you shape your guidelines. They will also be responsible for issuing your fridge with a food hygiene rating and will visit the fridge as a result of your Food Business Registration.

You are likely to have to share the below documentation with your Environmental Health Officer and public liability insurer:

- A short description of the project.
- The Instructions for Use and Disclaimer.
- A Risk Register.
- Your food safety management procedures based on the principles of HACCP.



1.2 LOCATION, LOCATION, LOCATION

LOCATION TOP TIPS

Things to consider when choosing your location:

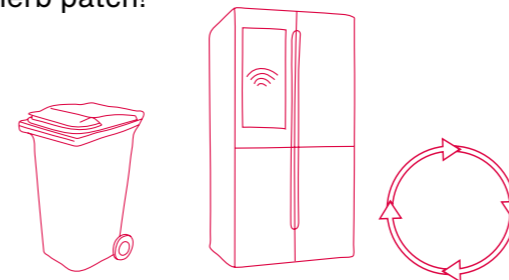
- **Where its housed:** Fridges need to be in a covered and secure unit - whether this is a locker, shed, outhouse building or the foyer of a community building.
- **Popular area:** Choose an area with high footfall and existing community activity.
- **Secure:** Pick an area that has some level of supervision, to minimise the chances of misuse. For example an area with someone working in the vicinity or covered by CCTV.
- **Accessibility:** Select an area that's easily accessible to all. Consider how you can enable equal opportunity of access. For example, consider any physical, social or religious barriers when choosing your site.
- **Activities:** It's ideal if there's a nearby site where activities associated with the fridge, such as cooking workshops, sharing libraries or food co-ops could be based.

INSIDE YOUR LOCATION

Consider what you could do with the area around the fridge and how the space could connect the community.

You may want to have space for:

- A freezer as well as a fridge, to enable large amounts of surplus to be received and stored for longer.
- An adjacent table with scales, documents to record the fridge contents (logging forms), comments book etc.
- Shelves for food items that don't need to be refrigerated, e.g. jars, bread, potatoes and onions.
- Bins for waste packaging and compost.
- Wall space for information and resource sharing e.g. a community noticeboard and recipe pick up point.
- You could even consider a help yourself herb patch!





1.3 LOCAL SUPPORT

HELP AT HAND

There will be a range of stakeholders who may be able to support your project.

- Local Authority (including Environmental Health Officer).
- Local food retailers and supermarkets. This could include coffee shops, cafés, greengrocers, delis and bakeries.
- Community groups or charities that cook meals for local people.
- Local cookery schools.
- Food banks and local voluntary services.
- Local waste management facilities.
- Other food waste campaign groups.
- Local press.
- The Co-Op Pioneers

SHARE SUCCESS STORIES

Ask local groups what they'd like to see the fridge achieve, whether it could support any of their key activities/ goals, and how they could help. You may want to host an early planning meeting with them. Remember to share success stories from previous projects.

'Through this scheme we have been able to offer a much wider variety of meals for our meals on wheels customers. Also it has allowed us to save money on some items which means we can save to give older people a party at Christmas, very important for those who live alone.'

Bus Park Café, Swadlincote



1.4 LOCAL BUSINESS ENGAGEMENT

If you're a member of the Community Fridge Network you will have access to the 'CFN donor network', which includes major retailers and food businesses. Check to see who is on this list before approaching local stores.

For local business engagement consider:

- You're offering a service, reducing the amount of waste they might otherwise pay to dispose of, and helping them become 'zero waste'.
- You're providing businesses with the opportunity to contribute to positive social impact and support the community. (Connect them with personal stories about how the fridge is benefiting individuals).
- Building trust takes time, so be patient and persistent. It also may take a while to find the right person to speak to.

- Making sure you're talking to other beneficiaries of surplus food in the area, so approaches to businesses are 'joined up' and businesses aren't bombarded with requests.
- Offering to start on a trial basis if needed. (Agree on specific pick up days and times).
- Leaving a letter for the manager or sending an email (see template in resource pack).

Barriers you may come across include concerns over food safety, social value and potential impact on sales. Some businesses only donate to known charitable outlets, and are wary of food being freely available to the general public. Others that are part of larger franchises or chains either may not have the authority to commit or may have pre-existing charity partners.

2 SETTING UP THE FRIDGE



2.1 SHELTER AND SECURITY

We recommend having a new fridge in a fully contained unit. Things to consider when setting up:

It is covered?

- Your fridge and/or freezer will be at risk and difficult to insure if it's exposed to wind and rain. Make sure it's covered at the back and sides permanently and that the front can be covered during hours of closing and in bad weather.

When will it be open?

- What times of the day your fridge will be open to the public.

How will you lock the fridge?

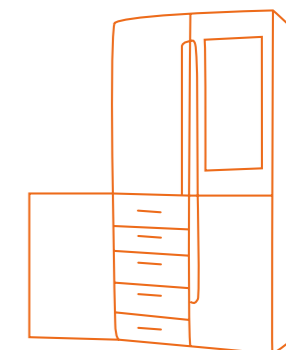
- Who will have access to the keys, cards and codes needed to unlock it.

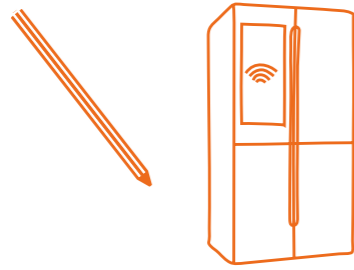
How will the area be supervised?

- Is it within eyesight of a member of staff, or is it accessed via a space containing any members of staff? It is worth noting that people may behave differently if they feel like they are being watched.

Are you installing CCTV if the area is not directly supervised?

- Other ways to increase the safety and security could include automatic lighting.





2.2 DESIGN CONSIDERATIONS AND GUIDELINES

THE PHYSICAL SPACE

Consider how you're going to design the space for the Community Fridge in a way that's enticing, accessible and user friendly.

Hubbub has created an extensive resource pack for members of the Community Fridge Network including; posters, recipes cards and illustrations that you're welcome to adapt.

Click [here](#) for our full Community Fridge brand guidelines.



COMMUNICATION MATERIALS

Make sure communications to the public on how to use the fridge are **big, bold and bright** – and that information is presented in a logical order. Users must be clear on the process and familiar with the Disclaimer. It's also important for people to feel welcome and part of a wider network or community.

COMMUNITY FRIDGE

To ensure this message gets across make sure you keep language:

- Simple and clear.
- Inclusive, conversational and friendly.
- Positive, upbeat and light-hearted.
- People may be disinclined to use the fridge if they feel as though it's only for people 'in need'. Instead it should feel like a place that is open to all, and a common sense way of stopping good food going to waste.
- If you have fridge users who cannot speak English, then you should consider translating key notices such as the terms of use and the disclaimers, and signposting that translated versions are available.

*Please share any materials with Hubbub before sending to press.



3 HANDLING FOOD



Always check the Dropbox folder for the latest food hygiene and health and safety guidance and Covid-19 precautions.

Please take into consideration the following when handling food:

PERSONAL HYGIENE

- ✓ Clean clothes.
- ✓ Hair up.
- ✓ Wash and dry hands before visiting the fridge.
- ✓ Repeat washing after touching raw food: vegetables or fruit, after blowing your nose, after cleaning, after handling food waste, after touching light switches or door handles.
- × Do not touch your face or hair, smoke, spit, sneeze, eat or chew gum whilst handling food.



FOOD HANDLING

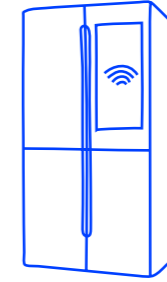
Do not handle food or enter a food handling area if you're:



- × Feeling unwell or at risk of transmitting an illness.
- × Have infected wounds, skin, infections or sores.
- × Have diarrhoea or have been vomiting (within last 48 hours).



4 HEALTH AND SAFETY



4.1 GUIDANCE FOR FRIDGE USE

GIVING TO THE FRIDGE

Instructions for contributing businesses and the public.

ASK YOURSELF:

Is it going to waste?

Identify edible food items that are at risk of being thrown away or going to waste.

Is it still fresh?

Only donate food when still fresh, it should be good for at least 24 more hours. Allow plenty of time for it to be taken and eaten before it reaches its use-by date.

Labelling

From Oct 2021 all food donated must be clearly labelled with a complete list of ingredients – emphasising any allergens.

Can it be included?

Make sure the food type can be given to the Community Fridge (see inclusion and exclusion list). Don't donate any food on the exclusion list.

Do I still have use for it?

Only donate food if you don't have use for it, not because it's no longer edible.

Have I sealed or contained it?

Please put your food items into a sealed plastic container or sealable bag. Please note containers won't be returned so please only use containers you don't mind giving away.

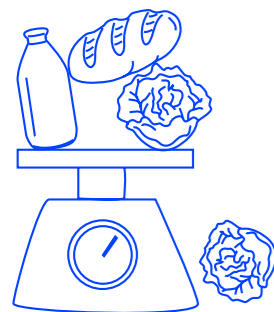
Is it correctly labelled?

If food comes with a use-by date it must be displayed on the item. Foods such as dairy, meat and prepared chilled foods must display a use-by date.

Any high risk foods without a date will not be accepted. In the case of eggs, only accept traceable Lion stamped eggs. Unprepared fruit and vegetables do not require labelling.

As a result of Natasha's Law, food items coming into the Community Fridge must display all ingredients and allergens.

Only accept food items that have been clearly labelled and packaged by the food business/retailer (this includes individual bakery items). Allergens could include: gluten, crustaceans, eggs, fish, peanuts, soybeans, milk, nuts, celery, mustard, sesame seeds, sulphur dioxide and sulphites, lupin and products thereof, molluscs and products thereof.



PUTTING FOOD IN THE FRIDGE

1. Weigh your item or items on weighing scales or a weighing hook.
2. Log the item or items given to the fridge on the Community Fridge logging form, stating the date, food type and weight.
3. If food is branded, put a strike through it so that it cannot go back on the market or be returned to store.
4. Separate food types to reduce the risk of cross contamination. Ready to eat foods at the top of the fridge. Unwashed salad, fruit and veg in the middle (or in crisper drawers) and, if using, raw meat and fish at the bottom.

RECALL PROCESS:

Project co-ordinators are responsible for advertising any product recalls at the fridge site and on-line to the best of their abilities. You can sign up to recall alerts with the FSA: www.food.gov.uk/news-alerts

WE CAN ACCEPT (EXAMPLES)

- ✓ Sealed packaged foods
- ✓ Cheeses
- ✓ Fresh fruit
- ✓ Fresh vegetables
- ✓ Table sauces
- ✓ Pastry
- ✓ Unopened pasteurised milk and yogurt
- ✓ Unopened fruit juices
- ✓ Salads
- ✓ Fresh eggs (traceable Lion stamped eggs with clean shells and a use-by date)

*All food items must be clearly labelled, showing ingredients and allergens.

WE CAN'T ACCEPT (EXTENSIVE)

- × Foods without a complete list of ingredients, including all allergens
- × Cooked food from your home or unregistered sources
- × Unpasteurised milk
- × Cooked rice
- × Raw milk cheeses
- × Pâtés
- × Bean sprouts
- × Products which could contain any of the above ingredients
- × Unlabelled multiple ingredient items
- × Alcohol
- × Products that contain alcohol
- × Energy drinks

PLEASE NOTE: There may be shelves or crates for food items that don't need to be refrigerated. The Instructions for Use and Disclaimer still apply.

COOKED FOOD FROM CERTIFIED SOURCES

The following only applies to businesses donating cooked or prepared food. Only source from registered businesses, we suggest that they have a food hygiene rating of 4 or above. For more information go to: ratings.food.gov.uk.



Labelling

Label any food that has not got a “use-by date” (i.e. surplus cooked food). You must state what it is, the donor’s name and/or business, when it was prepared, when it was donated, when it has to be used by and reheating instructions.

Packaging

Package the food appropriately to avoid contamination.

Allergy information

The label must state **all** ingredients and allergens.

Clean containers

Make sure all containers have been cleaned and where necessary disinfected.

Heated food

Make sure that any previously heated food was cooled down quickly after cooking (ideally down to 5°C but no higher than 8°C within 90 minutes).

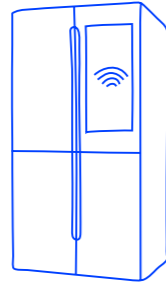
Frozen food

If food is being donated frozen, make sure clear reheating instructions are provided.

TAKING FOOD FROM THE FRIDGE

1. Read the Instructions for Use and Disclaimer before taking anything out of the fridge.
2. Open the fridge and have a look at what’s inside. Don’t move food from the shelf that it’s on unless you intend to take it.
3. There’s no restriction on the amount of food that can be taken from the fridge, however please only take what you need and will use.
4. Use your own judgement as to whether or not the food is safe to eat. Never eat any food items that aren’t clearly labelled, containing all ingredients and allergens, and never eat high risk foods such as meats and dairy products (cooked and raw) that are past the use-by dates. When it comes to items like loose fruit/veg and bread, use your senses!
5. Make sure the fridge door has been closed fully after use.
6. Sign out the food item on the logging out forms.
7. Report anything suspicious to a member of staff.
8. Wash all food before consumption.
9. Heat any cooked food until it’s steaming hot (75°C), and don’t reheat it a second time.
10. If the packaging or seal is broken on high risk foods such as cooked and prepared foods, meats and dairy, do not eat.
11. Seek medical advice immediately if you feel unwell after eating from the fridge, and also contact the operators of the fridge.
12. Do not use the food for profit or personal gain.

PLEASE NOTE: You may also need to translate your Instructions for Use and Disclaimer if you feel that your fridge users will struggle to read them in English.



4.2 GUIDANCE FOR FREEZER

GIVING TO THE FREEZER

We recommend the freezer is used solely by staff members to store large donations of freezable food items which can be defrosted and added to the fridge when space becomes available, or donated to community groups.

Freezing of food with use-by dates should commence as early as possible. Where the freezing process begins on the day of the expiry of the use-by date, the recommendation is that the process starts early enough so that the food reaches at least -2°C at midnight.

Any frozen food with a use-by date must be relabelled with the remaining number of days before it spoils clearly stated. E.g. If there's 3 days before its use-by date when frozen it will have 3 days before it spoils when defrosted.

Under current legislation food past its use-by date cannot be redistributed, so ensure that you correctly relabel.

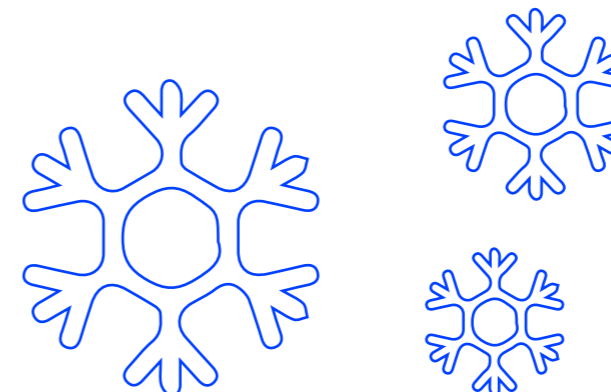
For more information visit:
wrap.org.uk



INSTRUCTIONS FOR STAFF:

Check out our staff handbook and training requirements

- Identify edible food items that are at risk of being thrown away or going to waste.
- Make sure your food type is on the inclusion list for the freezer.
- Put your food items into a sealed and labelled plastic container or bag. The label must state the name of the item, the date put in the freezer and the new use-by information in clear capital letters.
- If possible separate items so they don't stick together. This makes taking items out more convenient.
- Record item on a freezer inventory.
- Defrost when ready to use.



TOP TIPS FOR FREEZER USE

FOOD QUALITY

Note that quality of frozen food will start to deteriorate after 3 months in some cases. Stock rotate the freezer to make sure that food passes through as quickly as possible.

CONSUMING FOOD

Ideally consume frozen food within 6 months but don't panic if it's been there longer. It will just need longer, slower cooking and a bit more added flavour like herbs and spices.

FREEZER MARKING PANEL

You can also use the freezer marking panel on packaged items to know how long various frozen and freezable foods will last in their frozen state before spoiling, in different types of freezers. The star is classified according to the temperature the freezer compartment will be able to maintain.

WE CAN ACCEPT (EXAMPLES)

- ✓ Bread: replace opened wrappers, paper or thin film with sealable freezer bags or plastic freezer wrap when freezing
- ✓ Vegetables: high water content veg (like tomatoes) may be better puréed before freezing
- ✓ Fruit: Some fruits such as apples and strawberries are better puréed or stewed for use in jam or pie fillings rather than frozen in their original state (Sliced fruit also works better)
- ✓ Sauces
- ✓ Unopened milk
- ✓ Eggs with Lion mark (removed from their shell and in a new sealed container)

*All food items must be clearly labelled, showing ingredients and allergens.

WE CAN'T ACCEPT (EXTENSIVE)

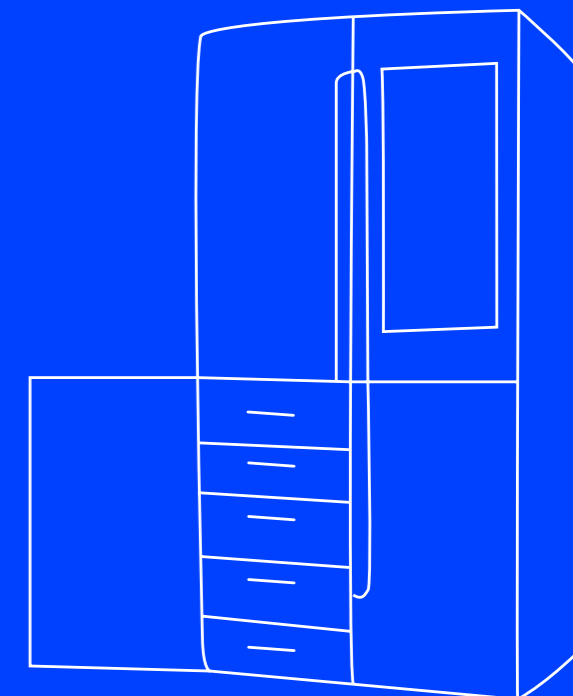
- × Foods without a complete list of ingredients, including all allergens.
- × Cooked food from uncertified sources
- × Unpasteurised milk
- × Cooked rice
- × Soft cheeses (do not freeze well)
- × Vegetables with a high water content like lettuce, cucumber, cabbage, celery, cress and radishes
- × Soft herbs like parsley, basil and chives
- × Raw potatoes
- × Pâtés
- × Bean sprouts
- × Custard (does not freeze well)

TAKING FROM THE FREEZER

1. Check the dates and full allergen information on food labels.
2. Make sure you know how long food has been in the freezer, try to use old stock first.
3. Make sure freezer door has been closed correctly after use.
4. Tick the food item off the freezer inventory and record the date removed.
5. Trim food affected by freezer burn (it typically appears as greyish-brown, dried out patches on the surfaces of frozen / thawed food). Freezer burn can be reduced by properly wrapping foods.
6. Report anything suspicious.
7. Once defrosted, use your eyes and nose to check food in the freezer looks and smells fresh.

We strongly advise the below:

- Don't pass on or consume food if the freezer temperature goes above -18°C or appears to be abnormal.
- Don't re-freeze anything that's been frozen and has defrosted.
- Don't pass on or consume foods if you are unsure of how long something has been frozen or are a bit wary of something once defrosted. If in doubt take it out.





4.3 NON-PERISHABLES

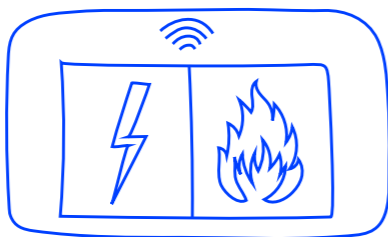
If you have surplus food that doesn't need refrigerating but is still at risk of going to waste you can put it on shelves or in a crate or cupboard outside the fridge. Only accept food items that are unopened, and clearly labelled, showing ingredients and allergens.



See list of potential food stuffs below:

- UHT milk
- Bread and bakery items
- Juices
- Table sauces
- Cooking sauces and oils
- Honey, jams, jellies, preserves
- Sealed fermented or pickled food items (e.g. gherkins, olives, sauerkraut)
- Tin cans (e.g. vegetables, fruit, soups, beans, pudding)
- Packed cereals
- Fruit with casing (e.g. citrus fruit, bananas, mangoes)
- Dried goods (e.g. pasta, rice, grains, oats)
- Sweets and sugar confectionery
- Biscuits
- Coffee and tea





4.4 MAINTENANCE AND MONITORING

DAILY TASKS

Tasks that will need to be undertaken by staff and/or volunteers are outlined below. Frequency of checks may vary depending on intensity of use.

FRIDGE CLEANING (AS NEEDED)

Remove all food from fridge into clean boxes so shelves can be cleaned as required - ready to eat foods in one and salad, fruit and veg in the other - being aware that food out of the fridge should be out a shorter time as possible.

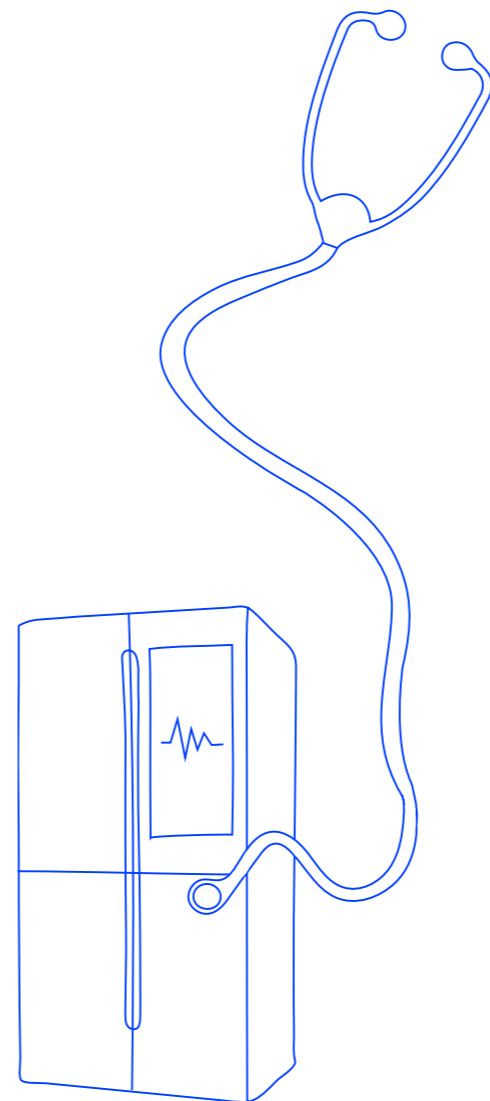
- Spray with food safe sanitiser and wipe away any visible dirt/ grease/ food bits.
- Then spray and wipe with the cleaning solution again, including the handle.
- Wipe dry with a paper towel.

FRIDGE CONTENTS MONITORING

Before you put food back into the fridge after cleaning first you must check that all the food is suitable to be on the shelf. Any that isn't must go into the food waste caddy or compost. Make sure you weigh and record any thrown away food items on the logging form.

- Throw out food that doesn't meet the inclusion criteria.
- Throw out unlabelled items.
- Throw out bruised or damaged food items.
- Throw out food that appears or smells gone-off or looks 'suspicious' for any other reason.
- Throw out food once past its use-by date.

Don't forget to PAT test your appliances on an ongoing basis.



FRIDGE ORGANISATION

When placing food back into fridge follow the shelving system below:

- Place ready to eat foods in the top half.
- Place raw meat and fish at the bottom.
- Place salad, fruit and veg in the middle (or in crisper drawers).
- Check that all items are clearly visible.

CLEANING AREA

- Rinse and store cloths.
- Sweep area of any visible dirt with dustpan and brush.
- Polish and clean glass. With glass cleaner and glass cloth.

FRIDGE REPORTING

- Record the date, your name and temperature of the fridge. Fridges should be kept below 5°C. Tick that checks are complete.
- Record and report any cases of misuse or vandalism.
- Scan a copy of that day's food logging form.

WEEKLY TASKS

PEST CHECKS

- Whilst dealing with food and cleaning, sweeping and wiping any surface be aware of signs for pests eg. droppings, as listed in the 'Safer Food Better Business' publication.

FRIDGE DEEP CLEAN OVERVIEW

- Sweep area with dustpan and brush.
- Wash down all fridge sides inside and out and the surrounding work surfaces to remove visible soiling.
- Spray fridge with food safe sanitiser and wipe dry.
- Clean any food boxes.
- Refill sanitiser sprays.
- Check with the temperature gun that the temperature of the fridge display is the same as the gun.

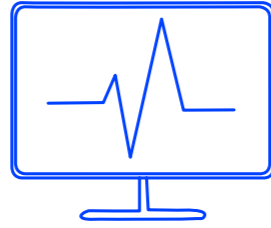
FREEZER CLEANING AND MONITORING

NOTE: Only staff members have access to the freezer.

- As per weekly fridge cleaning.
- If food in freezer appears to have defrosted throw it away.
- Record the temperature of the freezer. Freezers should be kept at approximately -18°C or below.

Once every 4 weeks complete the 4 weekly review in the 'Safer Food Better Business' diary section.





4.5 HOW TO USE 'SAFER FOOD BETTER BUSINESS'*

FRIDGE MONITORING

Ask all staff and volunteers to familiarise themselves with the relevant sections of the 'Safer Food Better Business for Retailers'* publication from the Food Standards Agency (FSA). The document is based on the principles of HACCP (hazard analysis and critical control point).

You'll need to check that your final risk assessment, cleaning schedules, maintenance processes and systems for managing food coming into and out the fridge are in accord with the advice given and also based on the principles of HACCP outlined in 'Safer Food Better Business'*. You can use the suggested templates; a cleaning schedule based on the FSA template and the diary section of the pack to record daily temperature and completed checks.

Make sure all staff and volunteers involved with the fridge read the following (you may want to print this out before you start):

CROSS CONTAMINATION:

- Good housekeeping
- Pest control

CLEANING:

- Hand washing
- Personal hygiene
- Cleaning effectively

CHILLING:

- Chilled storage and display

***This Document is called CookSafe and RetailSafe in Scotland and Safe Catering in Northern Ireland.**



5 MANAGEMENT



5.1 STAFFING

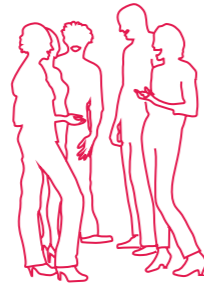
SUGGESTED REQUIREMENTS

The level of staffing needed for the fridge is dependent on the ambitions and the existing resources of the host site. Fridges could be maintained by volunteers, a paid member of staff or a mixture of both. Either way, you will need someone in charge.

In the resources section you'll find a comprehensive job description for a Community Fridge Co-ordinator. Don't fear if you don't have someone who has the time or skills to do all of these things. Look through and see what you feel is vital for the smooth and safe running of your fridge.

THE FRIDGE CO-ORDINATOR

The role described should take 1-3 days per week, whether this is done by one person or shared is up to you. We recommend seeking funding for a paid co-ordinator who's able to give due time to managing, marketing and measuring the impact of the fridge, as well as thinking about its future and possible related activities such as events or cookery workshops.



5.2 VOLUNTEERS

HELP AT HAND

Whether you have a paid co-ordinator or not, you'll still want a flock of volunteers to support the fridge. Volunteer roles could involve any number of the tasks set out in the job description, in particular:

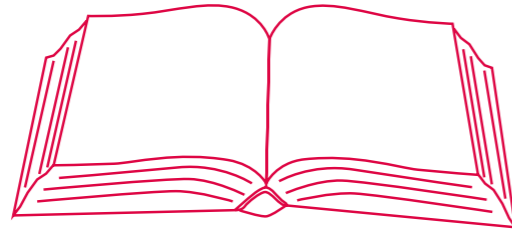
- Local outreach for donors.
- Collection of food from donors and logging items into the fridge.
- Fridge cleaning and monitoring.
- Local fridge promotion.
- Organising events and fundraisers to support the fridge and the local community.
- Social media.



Useful documents in the Resources Pack:

- **A template volunteer letter.** Sharing details of the fridge and the commitment you are looking for.
- **A volunteer form.** Includes an outline of tasks and how often they need to be done.
- **A rota and contact sheet.** For logging volunteer, staff and host site contact details.





5.3 TRAINING

INDUCTION SESSIONS

All staff should be given an induction session and training. This will help volunteers feel well equipped for any challenges faced when managing the fridge and should help to increase volunteer commitment.

In your induction session you may want to cover:

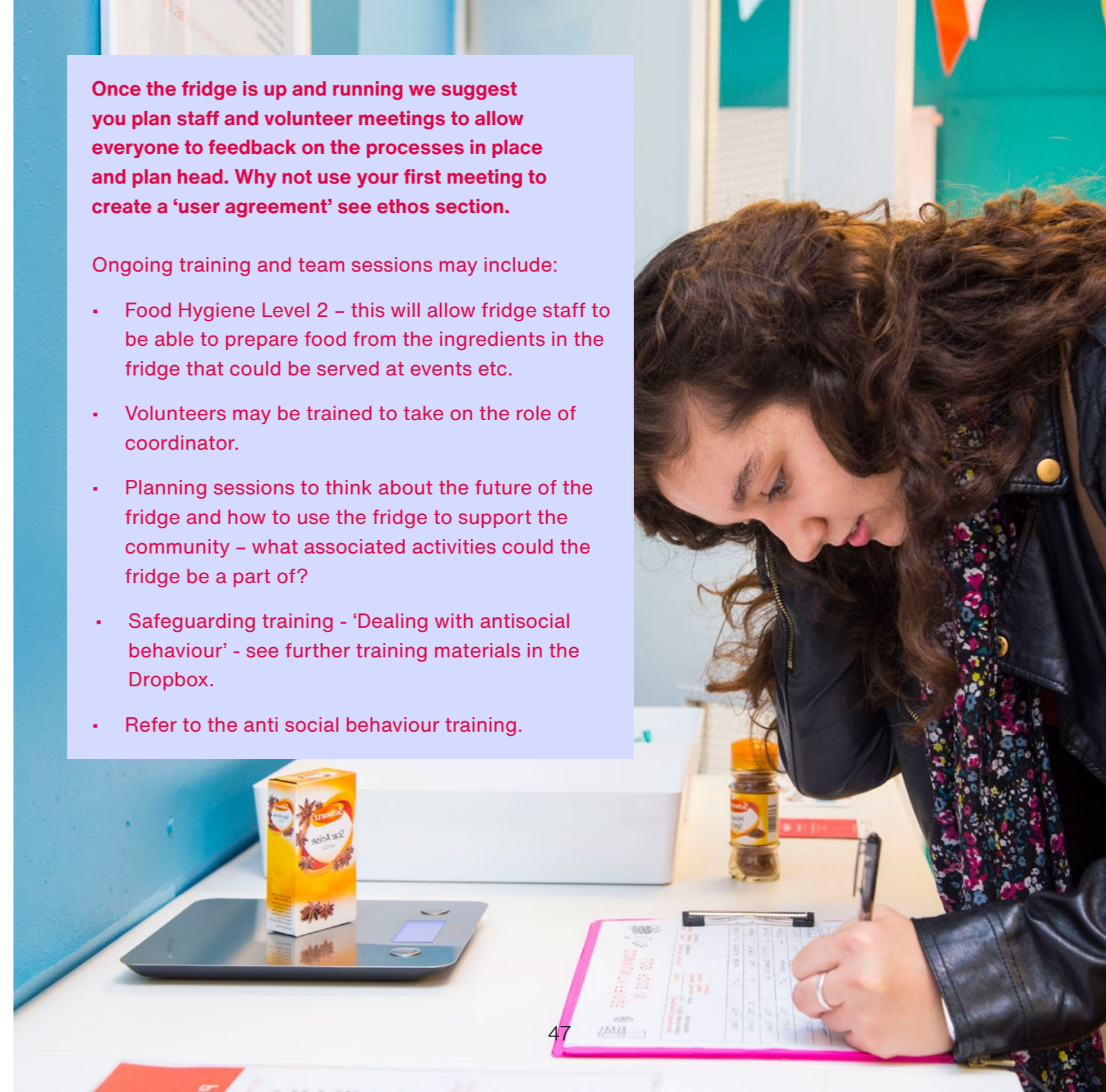
- The story of your fridge – why and how was it set up, and who by.
- Information on key stakeholders – e.g. supporting local organisations.
- How the fridge and/or freezer works and how to fill in the associated paperwork.
- The health and safety precautions.
- The cleaning schedule.

- The messaging of the fridge – purpose, tone and audience.
- How the fridge is marketed locally and on social media.
- Measurement of the impact of the fridge.
- How they can feedback on the fridge's running, report incidents or suggest improvements.

Once the fridge is up and running we suggest you plan staff and volunteer meetings to allow everyone to feedback on the processes in place and plan ahead. Why not use your first meeting to create a 'user agreement' see ethos section.

Ongoing training and team sessions may include:

- Food Hygiene Level 2 – this will allow fridge staff to be able to prepare food from the ingredients in the fridge that could be served at events etc.
- Volunteers may be trained to take on the role of coordinator.
- Planning sessions to think about the future of the fridge and how to use the fridge to support the community – what associated activities could the fridge be a part of?
- Safeguarding training - 'Dealing with antisocial behaviour' - see further training materials in the Dropbox.
- Refer to the anti social behaviour training.



6 MEASUREMENT AND EVALUATION



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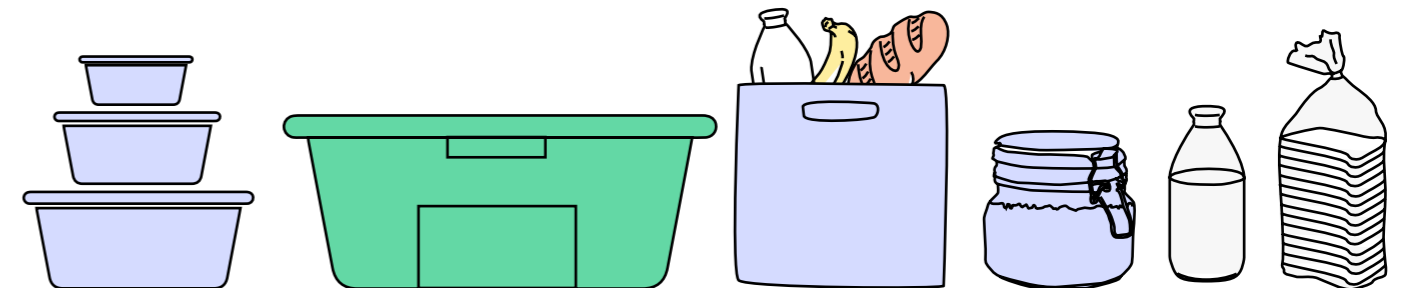


6.1 WHY MEASURE

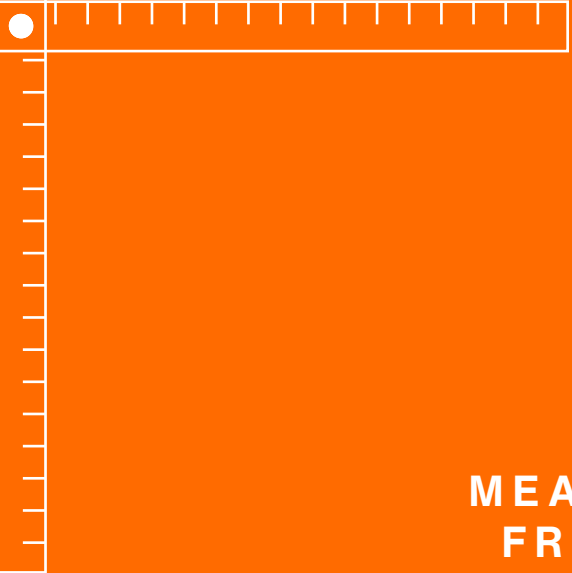
THE IMPACT

Measuring the impact of the fridge is important for several reasons:

- It will help you to assess the performance of the fridge and make ongoing improvements.
- It will help you secure support locally.
- It will help you secure funding for the fridge and related activities.
- It gives you lots to celebrate, providing momentum for the team and things to shout about in the media and on social media. In the Dropbox you will find some template cards upon which you can share your successes.
- It will help you determine the future direction of the fridge.



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6.2 MEASUREMENT FRAMEWORK

The Community Fridge Network provides a measurement framework to capture the environmental, social and economic impact of Community Fridges in a simple and robust way, that can easily be communicated to funders and interested others. Sharing results will enable projects to shout about the cumulative impact that Community Fridges are having across the country.

We suggest that you:

- Record the weight of food moving through the fridge (see template logging forms).
- Where possible distinguish 'commercial waste' (food from businesses) from 'domestic waste' (food from households).
- Record the number of unique visitors.
- Keep a record of the outgoing costs and incoming funds to get a sense of monthly overheads.
- Keep a comments book next to the fridge for visitors.
- Have a questionnaire for fridge users – this could be printed out and kept next to the fridge with a prize to incentivise people filling in the questionnaire.
- Have a questionnaire for the staff using the fridge to get a sense of the impact of the fridge on the local area.

We ask that CFN members share their data via a monthly online form. See the Dropbox resources for a simple reporting survey and a user survey.

7 MARKETING



7.1 LOCAL MARKETING

To make sure that right people hear about your fridge, we suggest that you:

- Map your local support network (donors, volunteers, connectors, local councillors, amplifiers).
- Map a local user network (local organisations and groups of people who would benefit from the Community Fridge).
- Liaise with potential contributors (see template letter to businesses in the **resource pack**).
- Find outlets for instances when there's large amounts of surplus which the fridge can't accommodate e.g. local groups that provide community meals.
- Attend relevant networking events to bring new support to the fridge and help replicate the successes of the initiative in other areas.
- Promote the fridge online via social media channels using the #CommunityFridge hashtag.
- Update the community noticeboard with news of the fridge.
- Circulate promotional materials locally, such as flyers and posters (see resources pack).
- Arrange awareness raising events in the fridge's host centre as appropriate.
- Invite funders or interested parties to visit the fridge.
- Put your fridge on the food sharing app OLIO to publicise food in the fridge. You can also promote local food events via the app.
- Let Hubbub know when you launch and we'll shout it from the roof tops!**



7.2 SOCIAL MEDIA

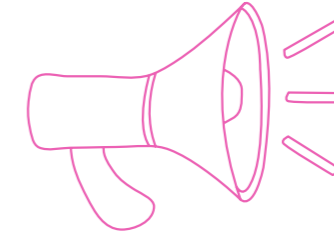
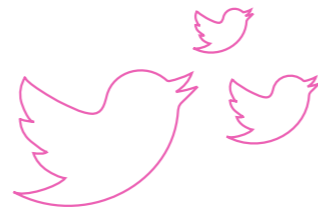
SOCIAL MEDIA TOP TIPS

Social media can be one of the most effective ways of promoting your Community Fridge.

Consider the following:

- Identify social media channels that are most likely to reach your target audience e.g. Facebook, Twitter, Instagram.
- Get to know your audience and be conversational – be genuine, listen and respond.
- Use hashtags e.g. #CommunityFridge #foodwaste.
- Tag other relevant organisations/ charities/ businesses/ campaign groups into posts. Tag @HubbubUK if you would like us to share!

- Share your story/ stories.
- Use engaging content and mixed media: photos, short videos, infographics.
- Be clear - tell your audience what you want them to do.
- Monitor your metrics – e.g. though ‘Hashtacker’ or similar.
- Share fun, interesting and silly stuff – people like to be entertained.
- Consider promoting or boosting your best content.



7.3 PR

PR TOP TIPS

Community Fridges address key issues in a novel, exciting way which grabs the attention of the press.

Consider the following:

- Use the template press release ([see resources pack](#)).
- Contact local TV/ radio, newspapers, magazines and journals.
- Get supporting quotes from fridge donors, beneficiaries, volunteers and others in the community who support the fridge. Think about whether there are any ‘amplifiers’ – individuals who might have large networks who can draw attention to your cause and help spread the word further.



- Provide press with strong supporting photography or infographics.
- Use statistics to talk about the issues the fridge is tackling and the impact it is having. Use examples and stories.

8 FRIDGE FINANCE



8.1 BUDGET

POSSIBLE COSTS

The costs of running your fridge will vary from place to place. It will depend on the space (e.g. will you be charged rent?) and existing staffing, volunteer support and resources you already have in place. We suggest the set up phase focuses on building up a strong volunteer base and wider network, so that the fridge can run on minimal overheads long-term.

Set up costs may include:

- Funding a Project Co-ordinator role (see template job description in the resource pack).
- Creation of a space to house the Community Fridge e.g. refurbishment of a publicly accessible space, installation of a shed or locker.

- Installation of CCTV.
- Installation of electrics and lighting.
- Direct material costs (see example shopping list in the resource pack).

Ongoing overheads will include:

- Electricity costs.
- Any maintenance work.
- Replacement of parts and updating materials.
- Staffing for ongoing administration of the fridge and co-ordinating volunteers.





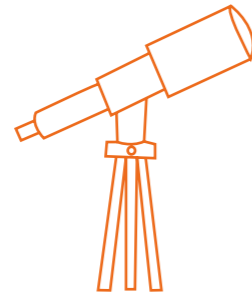
8.2 FUNDING

There are many ways to ensure your fridge can remain financially stable in the long term. There may be the possibility of funding from local donors, food retailers and businesses. Other options include grant giving organisations, crowdfunding and Community Council Grants. Or, you might want to explore other models such as setting up a supporting social enterprise or a membership/cooperative scheme.

We hope that the Community Fridge Network will enable knowledge sharing and provide support in helping fridges become financially sustainable in the long-term.



9 BEYOND THE FRIDGE



9.1 LOOKING TO THE FUTURE

BEYOND A FRIDGE

The fridge is often so much more than just a fridge. It brings people together, it addresses social isolation and provides people with the opportunity to meet new people, access healthy food, try something new and save money. The fridges can also be used as spaces of wider social and environmental action, through activities and events like community kitchens, clothes swaps, repair services, growing activities and a space to share and exchange household items and skills.

ACTIVITIES THAT MIGHT COMPLEMENT THE COMMUNITY FRIDGE COULD BE:



**A community garden with
composting**



**'Grow your own'
workshops and information**



**A herb garden and seed
swapping**



**Cooking classes and
community meals**



**Recipes and tip sharing
e.g. how to cook nutritious
meals on a limited budget**



**Sharing of materials:
cooking and gardening
equipment, lesser used
household tools**



**Skill swapping or time
banking**



**Advice and signposting to
support services**



Fuel poverty support



“One of my favourite parts of the project is the amazing volunteer group we have. It’s a real mix of people who help out and we’ve created lifelong friendships and relationships with people we wouldn’t usually meet in normal times.”

“Many people say the highlight of their week is to see what’s in their ‘goodie bag’ and really appreciate the food to keep them going while their income is reduced and more mouths to feed at home. We also share recipes and ideas for keeping food fresh for longer, or tips for freezing.”

10 HUBBUB SUPPORT



RESOURCE PACK

The Resource Pack is freely available for all members of the Community Fridge Network.

This includes:

- Information on the Community Fridge Network
- Setting up- useful documents
- Staffing and volunteer guidance
- Guidance for fridge use
- Posters and flyers
- Stickers and signs
- PR and social media support
- Monitoring your impact
- Design assets
- Recipe cards
- [Link here](#)



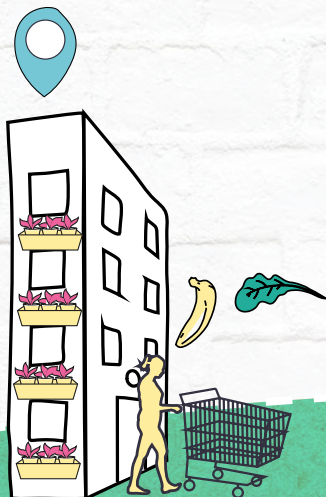


PLEASE NOTE

We're sharing this 'How To' Guide in good faith in order for you to develop or set up your own Community Fridge. You are fully responsible for making sure that your Community Fridge is legal and safe.

Hubbub UK is not liable for any claims, costs or damage incurred by you and your stakeholders using any materials provided in this How to Guide. We cannot guarantee that the information provided and the processes we use will enable you to run a safe and legal Community Fridge.

In law 'disclaimers' used in the Community Fridge have no legal weight, and so will not act as a protection in case of legal problems. Therefore it is vital that you get approval from your insurance provider and local Environmental Health Officer.



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