

Winding Down

NFS Bristol Covid-19 response



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Why are we winding down

This project was never intended to be permanent. Continuing at the rate we are is unsustainable in a number of ways.

- We don't have the funding to continue at this level.
- We don't have the energy to continue at this level.

The project coordinators have been working flat out, largely unpaid, since March with barely a weekend off the whole time. This is unsustainable.

Other organisations in the city are also winding down. It's essential that we begin our winding down plan soon, before dependants from other services are passed to us. Otherwise we'll be left as the final organisation to turn people away.

Food delivery was never the plan for NFS Bristol. We stepped up because of the crisis and have done a hugely impressive job, thanks to our dedicated volunteers.

It's now time to return as much as possible to our original work of social eating.

What is our goal

- As many of our recipients as possible have an alternative source of food and support found for them.
- We reduce our cooking days to no more than 2 a week, Monday and Wednesday.
- We reduce our deliveries to no more than 2 days a week.
- We deliver to no more than 50 individuals. They receive 2 meals, once a week.
- We make the Nextlink deliveries to their office for them to do the final step.
- When it's safe to do so we begin a social eating project again.
- We have the energy to begin new projects around the city.
- We work to bring in more regular donations.
- We improve our democratic structures.
- We aim to take on a permanent premises.

Summary of the steps

1. We make other services aware of our intention to wind down by the end of September. (done)
2. Phonenumber volunteers will begin surveying recipients and making them aware of other services in their area. (done)
3. We find out what other services are available in the city. (in process)
5. From Tuesday 1st September we reduce the number of recipients as much as possible by finding them alternative sources of support.
6. By Wednesday 30th September we reduce cooking to 2 days a week and deliver to only 50 people for which no other support could be found.

Dates

29th August - Final Saturday deliveries
(Mon-Fri only going forward)

31st August - Phonenumber volunteers now focus on referring people to other services. Referrals to us are made in the interim.

The new voicemail recording explains the changes.

1st September - We have to say goodbye to our cleaners and the cooking teams will have a few extra cleaning tasks.

This is the final day for Tuesday deliveries.

10th September - Final day of Thursday deliveries

(Mon, Wed, Fri only going forward)

18th September - Final Friday deliveries

(Mon & Wed only going forward)

21st September onwards - Monday & Wednesday deliveries only

Driving team actions

The aim is that we will eventually be doing fewer deliveries to a small number of recipients who have a repeat service.

Once wound down there will be no more than 25 deliveries to make on Monday and 25 other ones on Wednesday. It will likely be even less than this.

Rather than calling people up each day we will aim to have a smaller pool of more dedicated drivers who do the same trips every week.

Keeping track of these changes will mean a change to the logistical systems used by the coordination team. This will likely mean another technical challenge.

Phoneline Team actions

Because they interact directly with the recipients the phoneline team will have the biggest changes to their role.

- The team will have to warn callers of the upcoming changes.
- Information about alternative options in their area will be given out.
- The phoneline team will survey the recipients to find out more about them.

- The phoneline team will try as much as possible to find an alternative service for people.

These changes have the potential to be very challenging. Recipients will be anxious about the changes and worry about where they'll find food.

It's likely that not everyone will be able to move to an alternative service. Up to 50 individuals can stay on our books but some people may have to be turned away.

It's vital that we have the wellbeing support in place before we begin these more challenging tasks.

Kitchen Team actions

The kitchen teams will remain the same for another month or two.

The cleaning tasks will be increased as we sadly have to say goodbye to Natasha and Uju.

As the sports centre increases the food they prepare (Saturdays from September and then Tuesdays, Thursdays, Saturdays and Sundays from mid September) we will have less space in the kitchen. We will have to keep tidier and work with less.

We will reduce the cooking days to Monday, Wednesday and Friday, then eventually just to Monday and Wednesday.

We will deliver 2 meals per person from now.

Once wound down to 2 days we will deliver 2 meals, once a week, to 50 individuals. So, 50 meals out Monday, 50 out Wednesday. This means we can and enjoy it more.

We will set a plan for trialling social eating in the space and invite the kitchen volunteers to cook for these events.