



COMMUNITY FRIDGE

‘HOW TO’ GUIDE



WWW.HUBBUB.ORG.UK

#COMMUNITYFRIDGE

COMMUNITY FRIDGE



WELCOME TO HUBBUB

We're a charity that creates environmental campaigns with a difference.

We design positive and playful campaigns that inspire people to make healthier, greener lifestyle choices, which more often than not, help save money and bring people together.

We concentrate on things people are passionate about and are relevant day-to-day, linked to fashion, food, homes and neighbourhoods. We keep things simple, offering practical and realistic solutions to help people cut waste, make clothes last longer, save money and create cleaner, greener spaces to live and work in.



INTRODUCTION

Food waste is a big issue in the UK.

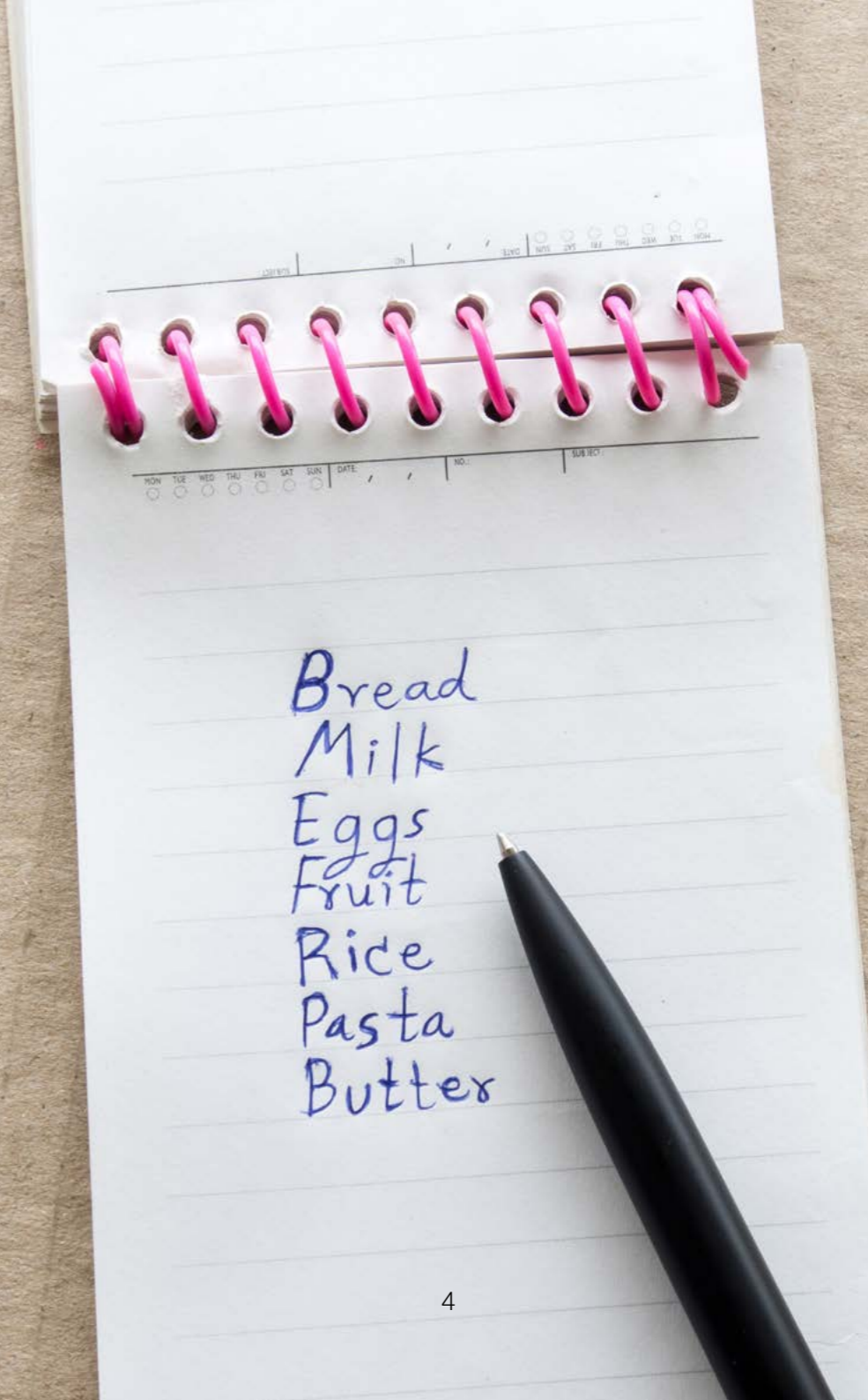
The average household throws away £470 worth of food every year and at the same time four million people in the UK are living in food poverty. Most food waste in the UK (4.1 million tonnes or 61%) is avoidable and could have been eaten had it been better managed.

Community Fridges are one tried and tested way of stopping good food ending up in the bin. They're housed in public, accessible places, making surplus perishable food freely available to members of the public. Surplus food is provided by local businesses or members of the public and is then available for collection by people who need it. They work on an honesty basis.

A successful Community Fridge will cut food waste, build stronger bonds within the community and provide people with nutritious, perishable food items.

Hubbub have put together a freely available **'How To' Guide** and **Resource Pack**. We hope this guide will 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 STORY SO FAR

'Community Fridges', otherwise known as 'Solidarity' or 'Honesty' Fridges, have been successfully introduced in Spain, Germany and the UK. Since 2016 fridges in the UK have been launched by several community groups, including in Frome, Brixton and Swadlincote. Each fridge operates in different ways depending on local circumstances.

In 2016 Hubbub helped South Derbyshire Community Voluntary Service (CVS) set up the **Swadlincote Community Fridge**, supported by Sainsbury's and Bosch. During the initial trial period from July - November it re-distributed 1388kg worth of food, the same weight as a small car.

In the same year Edventure Frome, a school for community enterprise, launched a Community Fridge in Somerset in partnership with Frome

Town Council. The fridge is located in the colourful Loop de Loop block, near the town's library.

In 2017 London's first Community Fridge was launched in Brixton, otherwise known as '**The People's Fridge**'. It was brought to life by a collection of residents, food activists, market traders and a group of Londoners who want to fight poverty and food waste.

Since then Fridges have been popping up across the UK. So far they have helped thousands to access nutritious food, save money and reduce waste.

A 'Community Fridge Network' has been set up by Hubbub to create a flourishing network of safely and effectively run fridges that re-distribute surplus food across the UK.

"The fridge has done wonders for raising awareness of the issue of food waste locally. We've had so much attention locally and from the media."

Sue Sheehan,
Brixton People's Fridge

"Even though I'm working, I've had large bills to pay, so the fridge helped me feed myself this month. It's a good idea, it's nice to know people care."

Swadlincote Resident

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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 organisation will need to register the fridge as a food business. This can be done via your local authority: www.gov.uk/food-business-registration.

You will need to include the fridge in your organisation's 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 no extra cost.

LIMITING LIABILITY

You'll be able to limit the host organisation's liability by taking responsibility for providing a professionally-run and clean fridge. Arrange a meeting with your local Environmental Health Officer as early as possible. They will be able to provide advice based on your needs and the site, and help you shape your guidelines.

You are likely to have 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 Assessment.



1.2 LOCATION, LOCATION, LOCATION

LOCATION TOP TIPS

Things to consider when choosing your location:

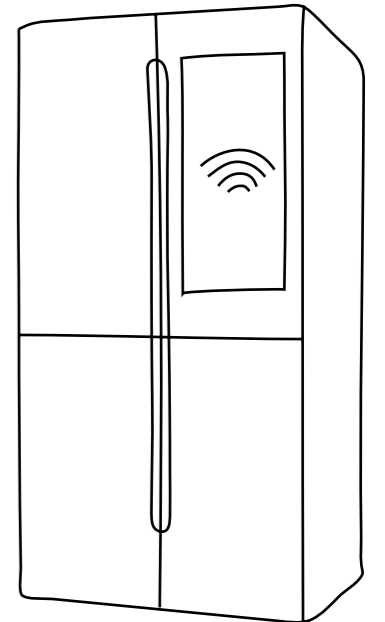
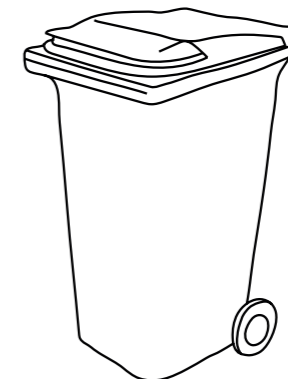
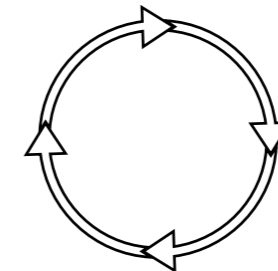
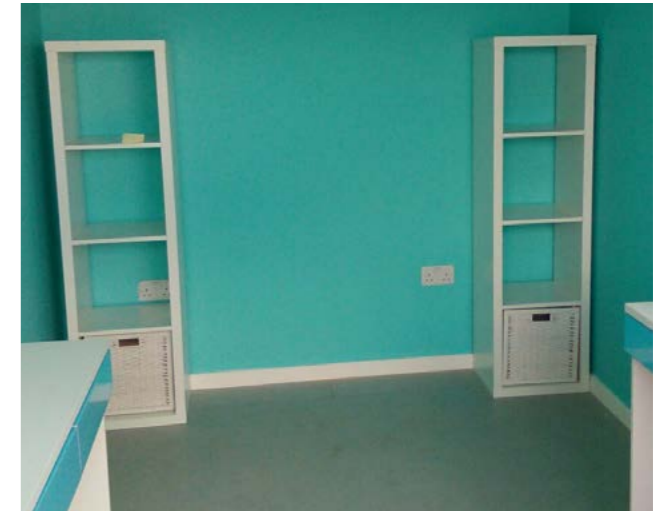
- Fridges need to be in a **covered and secure unit** - whether this is a locker, shed, outhouse building or the foyer of a community centre.
- Choose an area with **high footfall** and existing community activity.
- Pick an area that has **some level of supervision**, to minimise the chances of misuse. For example an area with someone working in the vicinity or covered by CCTV.
- 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.
- It's ideal if there's **a nearby site where activities associated with the fridge**, such as cooking workshops or food co-ops, could take place.

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 (e.g. Food Cycle, Plan Zeroes, OLIO, Real Junk Food Project).
- Local press.

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 BUSINESS ENGAGEMENT

Engaging businesses to donate their surplus food can be challenging. Barriers include concerns over food safety, social value and potential impact on sales. Some businesses will only donate surplus to known charitable outlets, and are wary of food being freely available to the general public. Businesses that are part of larger franchises or chains either may not have the authority to commit or they may have pre-existing charity partners.

Before talking to local businesses, consider the following:

- You're offering a service to them, 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. Try to 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 (the key decision maker).
- Make 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.
- Offer to start on a trial basis if needed. Agree on specific pick up days and times.
- Leave a letter for the manager or sending an email (see template letter to businesses).



2.1 SHELTER AND SECURITY

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

- 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.
- What times of the day your fridge will be open to the public.
- How you'll lock the fridge and who will have access to the keys, cards and codes needed to unlock it.
- How the area will 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.
- 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

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 developed some resources including posters, recipes cards and illustrations that you're welcome to adapt and use. Or you can create your own materials in the same style using the following brand guidelines.

There's a shopping list for potential materials you might want to buy, including some items that are available to order via Hubbub (see resources pack).

BRAND GUIDELINES

We suggest you stick to using the three primary colours but if you feel you need a wider selection, please use secondary colours below. If you want to paint the fridge space then ask your paint supplier to try and match a colour.

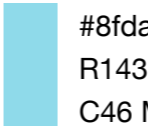
PRIMARY COLOURS

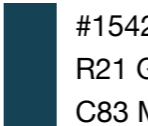
 #217e8e
R33 G126 B142
C80 M31 Y35 K13


 #ff6b00
R255 G107 B0
C0 M68 Y94 K0


 #de0e43
R222 G14 B67
C4 M99 Y63 K0

SECONDARY COLOURS

 #8fdaea
R143 G218 B234
C46 M0 Y11 K0

 #154255
R21 G66 B67
C83 M61 Y44 K40

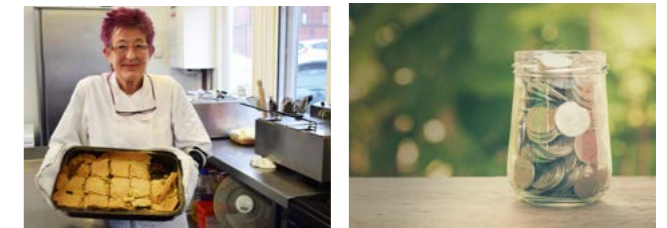
 #63d8a5
R99 G216 B165
C58 M0 Y48 K0

 #ed66ae
R237 G102 B174
C6 M71 Y0 K0

PHOTOGRAPHY

The Community Fridge communications should use photography that's often abstract, aspirational but also achievable.

- Simple and beautiful.
- Warm and friendly.
- Human and people centric.



TYPEFACES

The main text is black or white depending on the background. Black is not used for anything other than for the text (e.g. as a background block).

Helvetica Neue

A B C D E F G H I J K L M N
O P Q R S T U V W X Y Z

abcdefghijklmnopqrstuvwxyz

(SET ALL CAPS WITH A TRACKING VALUE OF 200)

PLEASE NOTE: If you don't have access to the Helvetica Neue typeface, Helvetica can be used instead.

ILLUSTRATIONS

You can use the simple Community Fridge illustrations where you feel it's appropriate.



TITLE

Uppercase- Helvetica Neue bold/ letter spacing +200. Always centered.

SUBTITLE

Uppercase- Helvetica Neue regular letter spacing +200. Always centered.

HASHTAG

Uppercase- Helvetica Neue light, spacing +200.

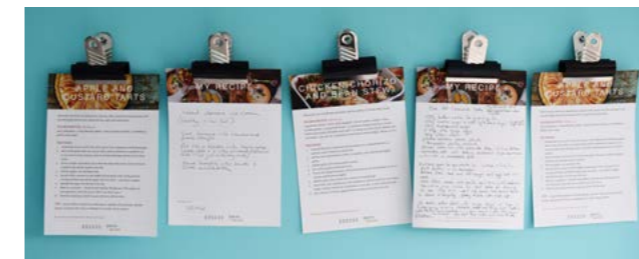
Body text

Lowercase (only capitalise names, places and the beginning of sentences) Helvetica Neue regular, point size 11, spacing 0.



COMMUNICATIONS TIPS

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.



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 commonsense way of stopping good food going to waste.



3 HANDLING FOOD

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 are:

- ✗ Suffering from or carrying a disease likely to be transmitted through food.
- ✗ 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 or before it reaches the use-by date if it has one.

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?

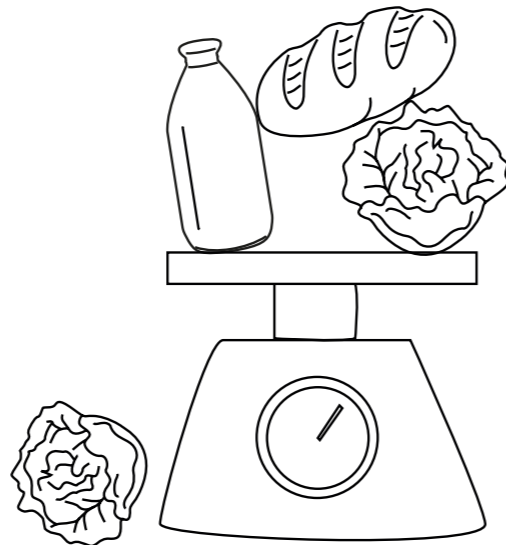
If food comes with a use-by date it must be displayed on the item. Foods such as dairy, meat and prepared chilled foods must display a use-by date.

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

Make sure any relevant allergy information is clearly displayed on items going into the fridge. This 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 on the weighing scales.
2. Log the item given to the fridge on the Community Fridge logging form, stating the date, food name, quantity, weight, your name (and/or business if appropriate).
3. 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.



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)

WE CAN'T ACCEPT (EXTENSIVE)

- × 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

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. We suggest that you source only from registered businesses with 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 any relevant allergy information.

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).

Clean containers

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

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 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.
7. Sign out the food item on the logging forms, indicating the date, quantity and weight.
8. Report anything suspicious to a member of staff.
9. Wash all food before consumption.
10. Heat any cooked food until it’s steaming hot (75°C), and don’t reheat it a second time.
11. If the packaging or seal is broken on high risk foods such as cooked and prepared foods, meats and dairy, do not eat.
12. Seek medical advice immediately if I feel unwell after eating from the fridge, and also contact the operators of the fridge.
13. Do not use the food for profit or personal gain.

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 USE

GIVING TO THE FREEZER

We recommend the freezer is used solely by staff members and used predominantly 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.

If a food with a use-by date has more than 24 hours life left it can be frozen, as freezing acts like a pause button. However you must relabel food with the remaining number of days before it spoils clearly stated. Eg. If there's 3 days before it's use-by date when frozen it will have 3 days before it spoils when defrosted.

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

Instructions for staff members:

- 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 likes 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)
- ✓ Meat and fish
- ✓ Other items not included in the opposite list that are suitable for freezing

WE CAN'T ACCEPT (EXTENSIVE)

- × Cooked food from un-certified 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)
- × Cream (does not freeze well)
- × Products which could contain any of these ingredients

TAKING FROM THE FREEZER

1. Check the dates on the 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:

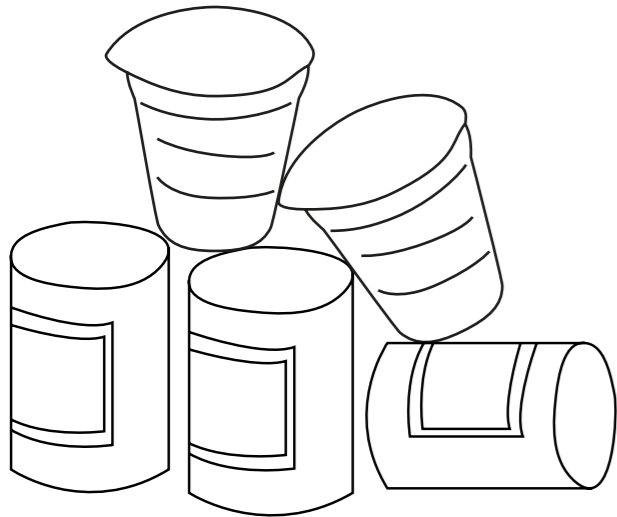
- Don't pass on or consume food if the freezer temperature goes above -18°C or appears to be abnormal.
- Don't re-freeze anything that's been frozen and has defrosted.
- Don't pass on or consume foods if you are unsure of how long something has been frozen or are a bit wary of something once defrosted.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





4.3 NON-PERISHABLES

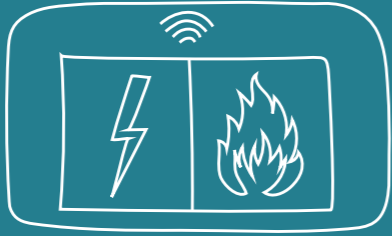
If you have surplus food that doesn't need refrigerating but is still at risk of going to waste you can put it on shelves or in a crate or cupboard outside the fridge. Only accept food items that are unopened.



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)

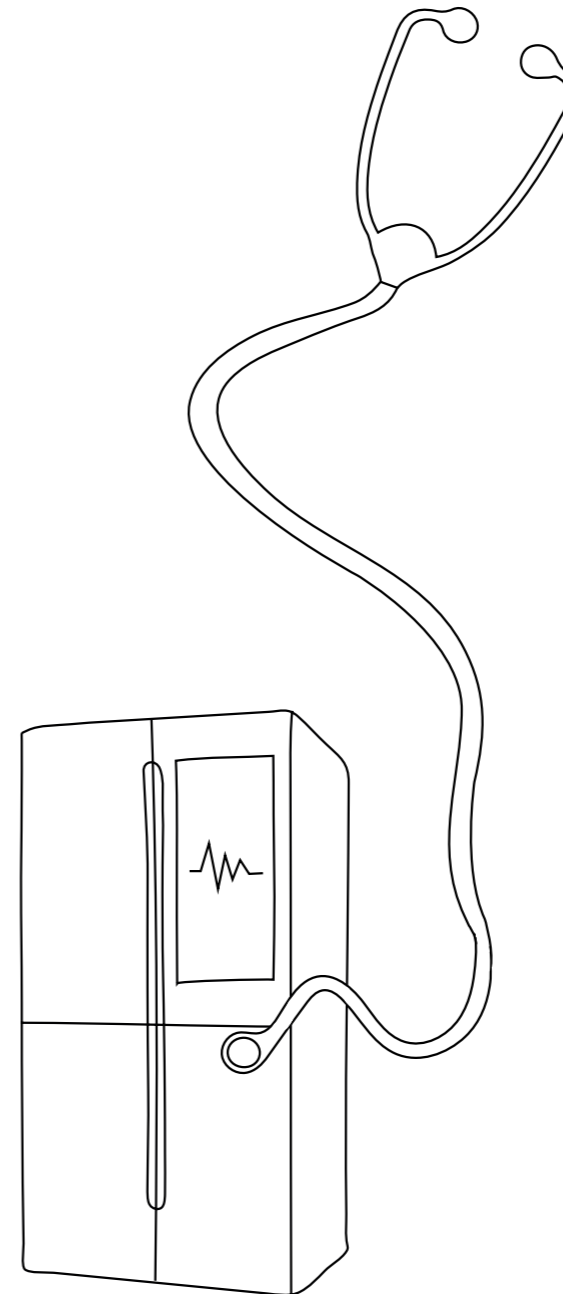
Remove all food from fridge into clean boxes so shelves can be cleaned as required - ready to eat foods in one and salad, fruit and veg in the other - being aware that food out of the fridge should be out a shorter time as possible.

- ✓ 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.



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 as per pg.35.
- ✓ 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. 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





5 MANAGEMENT



5.1 STAFFING

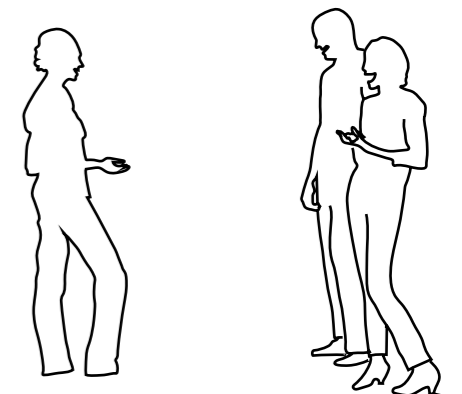
SUGGESTED REQUIREMENTS

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 'Staff and Volunteer Handbook'.** An editable handbook which includes useful information for those helping out with the fridge once it's set up. Do feel free to edit this to make it specific to your Community Fridge.
- **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

Alongside the volunteer handbook, all staff should be given an induction session and training. Training 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 – eg. 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.

ONGOING TRAINING

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.

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?

6 MEASUREMENT AND EVALUATION



6.1 WHY MEASURE

THE IMPACT

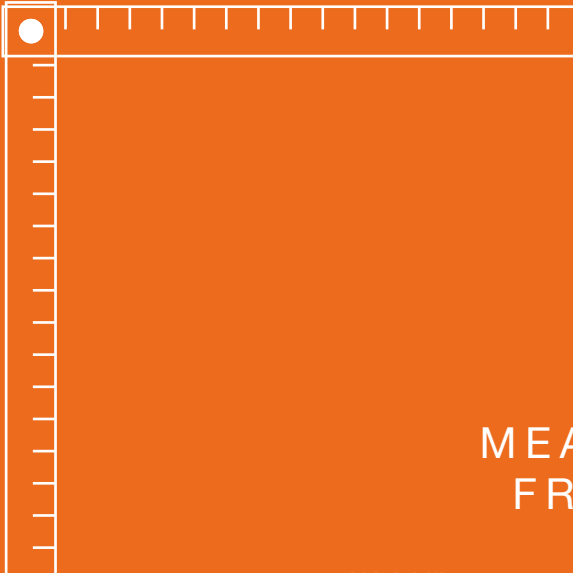
Measuring the impact of the fridge is important for several reasons:

- 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.
- It will help you determine the future direction of the fridge.

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.



6.2 MEASUREMENT FRAMEWORK

We'd like to measure 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. Evaluating the success of your fridge in its first year will be instrumental in determining the direction of your project in future years. We'll be inviting Community Fridge organisers from across the UK and IE to come together and share experiences and ideas on how we can successfully build this movement.

- 
- Record the quantity and 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).
 - 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.



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, 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).
- 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.



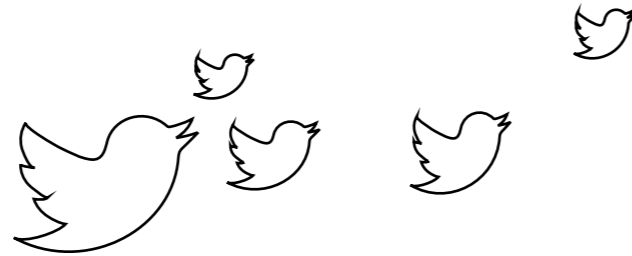
7.2 SOCIAL MEDIA

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.



- 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.



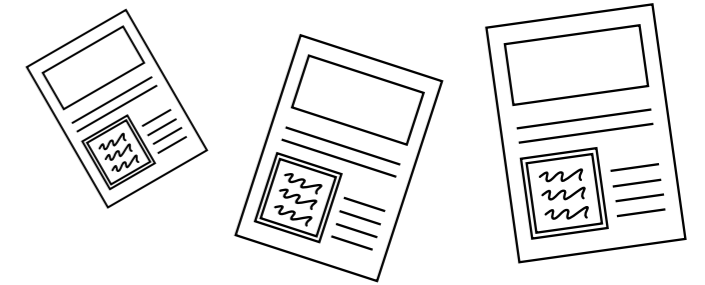
7.3 PR

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 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).
- 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).

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 seek financial viability in the long term. There may be the possibility of funding from local donors, food retailers and businesses. Other options include grant giving organisations and crowdfunding. 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 THE COMMUNITY FRIDGE NETWORK

WHAT IS THE NETWORK?

The Community Fridge Network (CFN) is a coalition of Community Fridges across the UK and Ireland. The network seeks to strengthen individual fridges through shared learning and promotional support. The network's ambition is to encourage new fridges and help existing fridges to become financially sustainable in the longer term.

This will be done via access to a Community Fridge Facebook group and mailing list. There may also be events, workshops and training throughout the year.

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



NETWORK BENEFITS

There are multiple benefits to a coordinated and collaborative approach, including:

A Community Fridge model trusted by potential business donors.

Access to national best practice.

Help and advice in establishing and running a Community Fridge in your locality.

Support in helping the fridge to become financially sustainable long term.

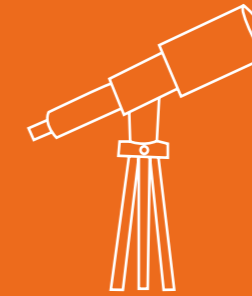
A supportive and encouraging community.

Co-ordinated messaging and PR in order to amplify the impact of the fridges and increase awareness.

Opportunity for the sharing of branding and assets.

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Co-ordinated measurement of the social and environmental impact of the fridge to garner further support and funding.



9.2 LOOKING TO THE FUTURE

FUTURE POTENTIAL

Could the Community Fridges help foster trust and a greater spirit of sharing? Could it become the beating heart of your community and evolve into a site of education, skills building and local support?

Other activities that might complement the Community Fridge could be:

- A community garden with composting.
- 'Grow your own' workshops and information.
- A herb garden.
- Seed swapping.
- Cooking classes.

- Community meals.
- Food co-operative.
- Recipes and top tip sharing e.g. how to cook nutritious meals on a limited budget.
- Sharing of other materials: cooking and gardening equipment, lesser used household tools.
- A library of things - www.libraryofthings.co.uk.
- Skill swapping or time banking.
- Advice and signposting for vulnerable people.
- Fuel poverty support e.g. Fuelling Connections (see hubbub.org.uk).

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**“WE’VE BEEN ABLE TO REDUCE
FOOD WASTE BY MORE THAN
2.5 TONS IN LESS THAN A YEAR
JUST THROUGH ONE FRIDGE. THE
RESPONSE HAS
BEEN FANTASTIC.**

**SEEING MORE FRIDGES STARTING
UP IS A REAL TESTAMENT
TO THE EFFECTIVENESS OF
THIS MODEL”**

Adam, Edventure Frome



10. HUBBUB SUPPORT

HERE TO HELP

In addition to the Resource Pack, Hubbub can provide additional consultancy and support, helping you deliver a effective and safe Community Fridge based on our experience.

Please get in touch to find out more:
communiyfridge@hubbub.org.uk.

Support could include:

- Project management support
- Social media support
- PR and media support
- Measurement and evaluation
- Fundraising and business engagement
- Interior design
- Graphic design
- Infographics
- Filming and photography
- Provision of materials



11. RESOURCE PACK

PROMOTIONAL MATERIALS

- Business outreach letter
- Volunteer letter
- Flyers and posters
- Press release
- Social media cards
- Infographic

OTHER SUPPORTING MATERIALS

- Shopping list examples
- Comments book
- Illustrations

GUIDANCE DOCUMENTS

- Project Co-ordinator job description
- Measurement Framework
- Instructions for Use flowchart
- Instructions for Use - Food In
- Instructions for Use - Food Out
- Logging form - Food In
- Logging form - Food Out
- Volunteer form
- Template Risk Assessment
- Volunteer and Staff Handbook
- 'Safer Food Better Business'

PLEASE NOTE

We're sharing this guide and our resources 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 or the Resource pack. 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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