

Frequently Asked Questions



What are the opening times over Christmas?

Woodley, Mottram Street and Penny Lane are all closed after Friday 22nd December and will NOT be open between Christmas and New Year.

Bridgehall and Brinnington will be open Thursday 28th December from 10am – 12pm and any member can use one of these pantries on that day.

ALL pantries will be closed week of 2nd January and re-open from week of 8th January.

Why are the pantry opening days and times changing?

We need to make some changes to make sure that we can keep our pantries open. Food is costing so much more, and we are seeing less and less food coming from Fareshare. We are changing to make sure that there will always be one member of the pantry staff team at each pantry opening to run the cash office. It is a constant challenge to make sure that the pantries have enough volunteers currently when some days we have three open at the same time. We also plan to open later in the evening to allow for more working households to attend.

What are the new opening days and times?

Pantry	Day	Time
Woodley	Tuesday	3pm - 6pm
Penny Lane	Wednesday	10am - 12.30pm
Brinnington	Wednesday	2pm - 6pm
Bridgehall	Thursday	2pm - 6pm
Mottram Street	Friday	10am - 12.30pm

When will the changes take place?

Changes will take place from week of 8th January 2024.

What will happen if I can't attend on the day my pantry is now open?

If this is the case, please talk to one of the staff team Maz or Rachel on the contact numbers at the end of this information and we will see if attending a different pantry is possible.

What changes are happening with standing orders?

Before Christmas everyone on a standing order will need to cancel this and set a new one up for the new year from the week of 8th January 2024. The new amount for a standing order is £18 which is the standard price for 4 weeks. There will be no more free weeks offered. If a member wants to go onto standing orders, please ask the team for a form and we can help set you up.

Is there another price increase coming?

No there are no planned price increases.

Are any other changes planned?

We will be carrying out some consultation to ensure that the least well used pantries at Mottram Street and Penny Lane are being used as much as possible to make sure that they are financially able to run. This consultation will take place over the next few months. We are starting with some phone calls to members of MSP and then PLP who do not attend regularly to understand why. We will then speak to members at the other pantries following this.

Why are the pantries open longer and later hours?

This is to make sure that everyone that would usually come over two days can fit into one day going forwards. We are keen to make sure that working households can access the pantry support and will promote the new opening hours with a key message to attend by 5.50pm to allow for pantries to close promptly as 6pm.

Changes to lapsing/ending membership

Currently members are automatically lapsed/ended after 8 weeks if they haven't used the pantry. From January this will be reduced to 4 weeks. This means if a member doesn't come for 4 weeks, they will no longer be able to be a member. If there are exceptional circumstances this can be reviewed by a member of the pantry team so in this case, please speak to Maz or Rachel. This is to ensure that pantry use is being maximised and to help reduce the time people are on the waiting list.

I have a question not answered above

Any questions please speak to **Maz** on **07970 434 134** or **Rachel** on **07977 371 828**.

