**Newcastle Community Pantry - Frequently Asked Questions**

The Newcastle Community Pantry is owned by Newcastle West End Foodbank and is part of the Your Local Pantry network. We are a small social supermarket that helps people on low incomes save money on their food bills. Unlike a foodbank, our members pay a subscription of £5 when they visit one of our pop-up pantries. In return they can choose a minimum of 10 items from a choice of fresh fruit and vegetables, dairy items, tinned items plus other essential household items.

Our supermarket uses symbols instead of prices:

Red hearts show higher value items. There may be a limit on the number of higher value items members can pick

 Blue diamonds show lower value items

 Green stars show free items. There may be a limit on the number of free items members can pick

**Will the pantry stock the same items every week?**

No, will do our best to rotate stock to make sure members have the widest choice available. Popular items such as fresh milk, fruit and vegetables will be available weekly.

**Can members request items to be stocked?**

Yes. We want our pantries to reflect the needs and wants of local communities, so we will ask our members for their feedback on a regular basis. You can also talk to our team who will feed in your ideas. But please remember we are a charity so there may be limitations in what we can offer every week.

**What items won’t the pantry sell?**

The pantry will not sell alcohol, cigarettes, vaping equipment, medicines for example paracetamol or razors.

**Can anyone join Newcastle Community Pantry?**

To become a member, you’ll need to live in the same area as a pantry is located. When you first join you’ll be asked to bring a letter showing your address.

**How often can I visit a pantry?**

Members can visit every week if they choose. But we also know that some members won’t want to visit that often – that's fine too. We ask that you visit our pantry at least once a month to keep your membership active.

**Where are our pantries located?**

Our first pop-up pantry will be based at Blakelaw Community Centre, Binswood Avenue, Newcastle upon Tyne, NE5 3PN. We will be there every Tuesday from 10am to 12noon (except bank holidays).

We will be launching more pantries over the coming months, to join our mailing list and keep up to date with developments, email: [clare.fish@newcastle.gov.uk](mailto:clare.fish@newcastle.gov.uk)