

About You	
1.	<b>Your Name</b>
	Pauline Gilgallon
2.	<b>Your Employer / Organisation</b>
	Good Food Scotland
3.	<b>Your Position</b>
	Development Manager
4.	<b>Your E-Mail at Work</b>
	pauline@goodfoodscotland.org
5.	<b>Your Role in the Project</b>
	Pauline is the development manager for the project and looks after eight members of staff and six larger co-ordinators. She has many roles within the project, including directing and overseeing the project, developing strategy and working with big corporations.
An Introduction to the Project	
6.	<b>Which partner organisations are involved in delivering the project (local authorities, organisations, community groups, etc.)?</b>
	Feeding Britian, Good Food Scotland, Wheatley Group, Sanctuary Housing, Southside Housing
7.	<b>Does the project have specific aims and/or objectives? <i>If so, please add to the box below.</i></b>
	The aim of the project is to provide immediate financial relief for low-income households by improving their access to affordable, nutritious food. The project also addresses some of the underlying issues which may leave individuals and families vulnerable to hunger.
8.	<b>Does the project have a title? <i>If so, please add to the box below.</i></b>
	Threehills
9.	<b>When did it start?</b>
	August 2020.
10.	<b>Has it finished? Is it on-going? Does it have an end date? <i>Please add dates to the box below.</i></b>
	The opening date for the community supermarket is set for March 2024. The larger project is on-going.
11.	<b>Which groups of people, if any, are targeted by the service provided?</b>
	Low-income households vulnerable to food poverty.
12.	<b>How many people have been served by the project?</b>
	Approximately 500 people in each local area.
13.	<b>Where is it delivered?</b>

	The community supermarket is opening in Nitshill. The larders have opened up in six different areas throughout Glasgow, including: Nitshill, Kennishead, Sandyhills, Toryglen, Cardonald, and Linthouse.	
<b>The Initial Idea</b>		
14.	<b>Who had the initial idea?</b>	
	Pauline Gilgallon was hired to develop the Threehills project along with her colleague.	
15.	<b>How did the idea for the project come about?</b>	
	Threehills came about to combat hunger throughout towns and cities in Scotland.	
16.	<b>Did you draw on any published reports / papers / research evidence or practice you had seen elsewhere to inform your plans?</b> <i>If so, please add details to the box below.</i>	
	Yes. In particular, Pauline drew on research undertaken by Dr. Lopa Saxena's at Coventry University. Saxena's current research primarily focuses on sustainable food systems, food insecurity, and community-based solutions and initiatives.	
17.	<b>Who was involved in developing the initial idea of the project?</b>	
	Pauline Gilgallon and her colleague Kevin.	
18.	<b>Were those with lived experience of poverty involved in developing the initial idea of the project?</b>	
	Yes, Pauline herself has experienced poverty.	
19.	<b>What funding was used, if any, to support the development of the initial idea of the project?</b>	
	Feeding Britian funded the initial idea.	
20.	<b>What in-kind resources were needed when developing the initial idea of the project?</b>	
	<b>Facilities</b>	Building space to open the Threehills supermarket.
	<b>Equipment</b>	N/A
	<b>Local Knowledge</b>	Local knowledge of the area and the people that will be accessing Threehills supermarket.
	<b>Food and Drink</b>	Access to food distributors.
21.	<b>What, if any, barriers did you have to overcome when developing the initial idea of the project?</b>	
	Discovering food distribution for both the larders and the upcoming supermarket have been a barrier. Education around the larder model has been the biggest barriers as people do not understand the model and what the project is about. Finding continuous funding for the project and the expansion of the project has been another barrier.	
22.	<b>What, if anything, was helpful when developing the initial idea of the project?</b>	
	The funding from Feeding Britian, which comes from donations from various organisations.	

23.	<b>Did you conduct a feasibility study? (if yes, please describe what you did and what you concluded)</b>	
	Yes.	
24.	<b>What was the timeline between the initial idea and the start of the project?</b>	
	Two years, from 2020–2022.	
25.	<b>Who made the decision to introduce the project?</b>	
	Pauline and her colleague, Kevin.	
<b>Pilot Project</b>		
26.	<b>Did you run a pilot project?</b>	
	Yes.	
27.	<b>What did you do? Please describe the pilot project</b>	
	Whilst waiting on the community supermarket to open, Pauline decided to open a larder beside the space where the community supermarket would be. This then resulted in different larders opening throughout Glasgow. The pilot project was unintentional.	
28.	<b>Who was involved in the work of the pilot project?</b>	
	Pauline was involved in the project along with her colleagues.	
29.	<b>How, if at all, were those with lived experience of poverty involved in the pilot of the project?</b>	
	Pauline managed the project and has lived experience of poverty.	
30.	<b>What funding was used, if any, for the pilot project?</b>	
	Funding from Feeding Britain and donations from organisations.	
31.	<b>What in-kind resources were used for the pilot project?</b>	
	<b>Facilities</b>	The space to open the larder which was provided by Wheatley Group.
	<b>Equipment</b>	N/A
	<b>Local Knowledge</b>	Pauline utilised her connections at the Wheatley Group to ask for permission to use their sunroom for a larder at a Livingwell block. Pauline also asked the residents within the Livingwell block for their permission to use the sunroom.
	<b>Food and Drink</b>	Food distribution.
32.	<b>Was the pilot project evaluated? If yes, please provide details</b>	
	No. This is because the pilot did not incorporate each element of the service, for instance the community café.	
33.	<b>What evidence, if any, from the pilot project was used to confirm that it was working?</b>	
	The pilot started with one larder that opened in a sunroom within a Livingwell block. Since then, many more larders have opened and the project has now expanded throughout Glasgow.	

34.	<b>Who made the decision to continue with the project beyond the pilot project?</b>	
	The project was already in the works when the pilot project started.	
35.	<b>How did the pilot project inform the final design of the project?</b>	
	The pilot project enabled Pauline and her colleagues to learn more about food supplies and shift away from surplus to non-surplus goods in order to safeguard the quality, consistency and range of goods available. The pilot enabled them to remain responsive to service users' needs and personal preferences.	
<b>The On-going Development of the Project</b>		
36.	<b>Has the Threehills project changed through time?</b>	
	Yes.	
37.	<b>In what ways has it changed?</b>	
	<b>Scale</b>	The project has expanded from a sunroom provided by the Wheatley Group, to six larders throughout Glasgow to a community supermarket.
	<b>Location</b>	The project has expanded throughout Glasgow over time.
	<b>Population</b>	N/A
	<b>The Offer</b>	N/A
38.	<b>What were the reason for these changes?</b>	
	The purpose of these changes was for the project to constantly evolve and for Pauline and her colleagues to learn more about the issues they are addressing.	
<b>Accessing the Service and Engaging with Service Users</b>		
39.	<b>Is there a referral process? If yes, how does the referral process work (self-referral, referred by other agencies, identified from an existing database)</b>	
	No.	
40.	<b>How are potential clients made aware of the project?</b>	
	Potential clients are made aware of the project through the local community. Pauline approached nurseries, schools, health improvement practitioners, local churches, local businesses and went door-to-door make the community aware of the project.	
41.	<b>How do you keep in touch with service users? Do your service users have a preferred method of contact?</b>	
	To keep in touch with service users the project is sending out Threehills members of staff or volunteers to local schools and carrying out cookery classes in the evening for families.	
<b>Working With People with Lived Experience of Poverty</b>		
42.	<b>Are those with lived experience of poverty involved in <u>delivering</u> the project? If so, please describe below.</b>	
	Those that work in the larders and those that will work in the Threehills supermarket will be volunteers or paid workers who are living in the local community.	

43.	<b>Are people with lived experience of poverty involved in <u>managing</u> the project, <u>supervision</u> within the project, or project <u>governance</u>? <i>If so, please describe below.</i></b>
	Pauline, who has lived experience of poverty, manages and governs the project.
44.	<b>Are people with lived experience of poverty involved <u>in any other aspect</u> of the project? <i>If so, please describe below.</i></b>
	Yes.
<b>Leadership, Governance and Partnership Working</b>	
45.	<b>Who has overall responsibility for the Threehills project ?</b>
	Pauline Gilgallon
46.	<b>Is this the only responsibility of the person managing the project? <i>If not please describe the manager's wider roles and responsibilities.</i></b>
	Pauline oversees the whole project. However, she often helps with other aspects of the project such as filling in for those that are off sick in the larders.
47.	<b>Is there a <b>Project Steering or Advisory Group or Organising Committee</b>? <i>If yes, who is involved in this and how does it work.</i></b>
	The project has a steering group which meets monthly to guide and make big decisions for the project. There is a separate steering group for the larder project which also meets monthly to discuss the project. There is also a weekly meeting with the Feeding Britain management staff to provide updates.
48.	<b>If there is no <b>Steering Group</b>, what governance arrangements are in place to review strategy and performance?</b>
	N/A
<b>Staffing</b>	
49.	<b>Are there any paid staff? <i>Please describe their role and their contribution.</i></b>
	Each larder has a co-ordinator who is the only paid member of staff within that larder. There are five larder co-ordinators overall and one mobile larder co-ordinator.
50.	<b>Are volunteers involved in delivering the project? <i>Please describe their role and their contribution.</i></b>
	All those who work within the larders are volunteers, this varies from 2–4 volunteers for each larder.
<b>Links to Wider Policies, Strategies and Statutory Requirements</b>	
51.	<b>Is the project part of a wider anti-poverty strategy? <i>If so, please give details.</i></b>
	Yes. Threehills is part of Good Food Scotland's wider anti-poverty strategy to combat hunger in Scotland. As Good Food Scotland are a part of Feeding Britain's network, the project is also part of a wider anti-poverty strategy to address the consequences of COVID-19. This includes combatting food insecurity in local communities. Addressing food poverty is also part of Glasgow's Local Child Poverty Action Report 2022/23.
52.	<b>Is the project part of any other strategy? <i>If so, please give details.</i></b>
	No.

53.	<b>Is the project delivering a service that is a statutory commitment. <i>If so, please give details.</i></b>	
	No.	
<b>Funding</b>		
54.	<b>Who funds the project? <i>Please give details.</i></b>	
	Feeding Britain fund the project.	
55.	<b>How is the project funded?</b>	
	Feeding Britain receive funds from different donations and organisations and allocates them to Threehills.	
56.	<b>What is the budget for the project / how much does it cost to deliver?</b>	
	Approximately £428,000 was allocated to the Threehills larder and the building of the Threehills supermarket in 2023.	
57.	<b>Is future funding based on pre-agreed outcomes or outputs being delivered? <i>If so, please give details</i></b>	
	No. However, Threehills are in the process of introducing a survey to gauge the wider 'ripple effects' associated with membership (i.e., food, financial and fuel security, health and wellbeing, and connections in the community).	
<b>Resources</b>		
58.	<b>What in-kind resources do you need to deliver your project?</b>	
	<b>Facilities</b>	Spaces to open larders.
	<b>Equipment</b>	N/A
	<b>Local Knowledge</b>	Local knowledge of the area and the people that will be accessing Threehills supermarket.
	<b>Food and Drink</b>	Food for the larders.
59.	<b>For each of the in-kind resources listed above, who provides it?</b>	
	<b>Facilities</b>	Spaces for larders have been provided by different people such as landlords and/or Wheatley Group.
	<b>Equipment</b>	N/A
	<b>Local Knowledge</b>	Pauline is from Nitshill and provides great local knowledge of the area and the people to the project.
	<b>Food and Drink</b>	Different food distributors.
60.	<b>Did you have to buy or develop new IT systems, software (databases, apps) or technology to deliver your project? <i>Please describe below.</i></b>	
	No.	
61.	<b>Was additional staff training required to deliver your project? <i>If so, please describe.</i></b>	
	There is currently a volunteers handbook which is being created to guide the volunteers.	
<b>Formal Monitoring and Evaluation</b>		

62.	<b>What information, if any, do you collect about your project?</b>	
	<b>Number of users</b>	Yes, number of service users is collected. Including number of active/weekly visits.
	<b>Profile of users</b>	No.
	<b>Experience of users</b>	In development.
	<b>Anything else</b>	The average spend per member is collected, as is estimated savings per member, and the popularity of items.
63.	<b>How often is data collected? Who collects the data?</b>	
	No data has been collected so far on the larders. Feeding Britain have statistics and keep track of benefit payments, for example. John McKendrick has also completed a study on Threehills.	
64.	<b>Do you have baseline data on what things were like before the start of the project or before users started the project? <i>Please describe the type of baseline data that you have.</i></b>	
	No.	
65.	<b>Do you produce an annual report? <i>Please provide details of what this includes.</i></b>	
	No.	
66.	<b>In what ways, if at all, do you use the data that you collect to adapt the service that you provide?</b>	
	No data has been collected so far.	
67.	<b>Have you employed an external organisation to formally evaluate your project? <i>If yes, please provide details.</i></b>	
	No.	
68.	<b>If yes, in what ways, if at all, have you used the External Project evaluation to adapt the service that you provide.</b>	
	N/A	
69.	<b>Do you intend to employ an external organisation to evaluate the service that you provide in the future? <i>If yes, please provide details.</i></b>	
	Yes.	
<b>Impact</b>		
70.	<b>What difference has the project made?</b>	
	The project has made a positive difference to service users, both physically and mentally. It has also brought the community together again, increased community engagement and broken down barriers. One specific larder has a space beside it with tables and chairs for those to sit and have tea. There are also other local community spaces opening such as a community garden. Community centres have reopened because of the larders as service users asked for it to reopen.	
71.	<b>How do you know this? What evidence demonstrates impact (metrics, interviews, feedback)?</b>	
	The evidence is verbal feedback from those living in the communities with affordable food larders.	

72.	<p><b>To what extent have the aims of the project been achieved?</b></p> <p>The aims of the project have been fulfilled and achieved so far. The project has gone above and beyond by bringing communities back together. The larders have also been helping people to join credit unions as not everyone had sufficient ID to do so. The larders have removed this barrier by communicating with credit unions and reaching an agreement on different methods of ID that can be used.</p>
73.	<p><b>How, if at all, has the demand for the service provided by Threehills changed since it started?</b></p> <p>The larders have been in high demand as they have expanded throughout Glasgow. Wheatley Group have stated they would like these larders to be incorporated into all highrise flats throughout Glasgow.</p>
74.	<p><b>If yes, has the project had the capacity to meet these changing conditions and demand? <i>Please describe and explain below.</i></b></p> <p>Yes. Threehills will be expanding shortly to offer an even broader range of goods and services.</p>
75.	<p><b>Has the project had any unexpected or unintended outcomes? <i>If so, whether positive or negative, please describe.</i></b></p> <p>One unexpected positive outcome is that the larders have brought communities together. This outcome has influenced further community spaces opening within these areas.</p>
76.	<p><b>In your opinion, is the project having an impact on tackling poverty? If so, please describe in what ways.</b></p> <p>Yes. Many service users who used to attend food banks are now able to shop in the larder more often. It is making a huge difference to their lives as it empowers service users to choose their own food.</p>
<b>Learning from Experience</b>	
77.	<p><b>What is working well?</b></p> <p>The larders are working well. Those using the larders have said they do not use a food bank as frequently due to larders opening up in their area.</p>
78.	<p><b>What, if anything, is working less well?</b></p> <p>One thing that Threehills are combatting is deep-rooted misconceptions about what community food provision means and that it is not only 'food banks' that offer support. Pauline and her colleagues work hard to inform others about the characteristics of community supermarkets and larders, for instance financial contribution, choice of food, a wide range of goods, and moving away from means-tested support.</p>
79.	<p><b>What are the key learning points that you'd like to share with other practitioners? For example, is there anything that you would do differently?</b></p> <p>It is key to communicate with various individuals and organisations within the community.</p>
80.	<p><b>What plans do you have to develop or expand the project in the future?</b></p> <p>Threehills will be expanding to include a community meeting room, community kitchen and café.</p>



81.	<b>How easily do you think your project could be replicated in another setting?</b>	
	It could very easily be replicated in different areas of Glasgow and the United Kingdom.	
<b>Social Media</b>		
82.	<b>Please enter social media contact details and weblinks to supporting documents or resources below:</b>	
	<b>Web Pages</b>	<a href="https://www.threehillsglasgow.org/who-we-are/">https://www.threehillsglasgow.org/who-we-are/</a>
	<b>Facebook</b>	<a href="https://www.facebook.com/ThreehillsGlasgow/">https://www.facebook.com/ThreehillsGlasgow/</a>
	<b>Instagram</b>	<a href="https://twitter.com/ThreehillsCS">https://twitter.com/ThreehillsCS</a>
	<b>Twitter</b>	N/A
	<b>Tik-Tok</b>	N/A
<b>GDPR Consent (Add yes or no in the box)</b>		
I give my permission to be named in the tackling poverty locally directory and associated public outputs.		Yes
I give permission for our organisation to be named in the tackling poverty locally directory and associated public outputs.		Yes
I give permission for me to be contacted by directory users.		Yes
I am willing to be contacted if more details are required		Yes
<b>Request to review (Add yes or no in the box)</b>		
Did the interviewee request to review a draft before it I sent to referees for review		Yes