DIGNITY SPECTRUM - DIGNITY IS IN THE DETAIL

I received a phone call asking whether a food emergency parcel was adequate for my needs

I used to go to the community meal every week, but now I never hear from anyone.

The staff were misinformed about halal options - they said the chicken was halal when it wasn't. I think they thought I was being difficult by only taking halal meat. People treat me like 'beggars can't be choosers'

I was given support contact numbers by the food bank I used to go to - none of them seem to offer adequate support, I don't want to keep asking the food banks as I know they are busy

The food parcel did not contain any breakfast items. To give feedback I phoned the food bank and was put on hold for 2 hours. I've given up

At registration, they asked for my status, if I'm a Refugee or Asylum Seeker. They asked me to send an ID card and home office reference number. No explanation was given about why they needed this or how it would be used

It takes a long time, I have to wait for a referral form to be completed, then I have to wait for the day that the food hub is open, then I usually have to wait in line to get the food

It was easy to get something different when I told them I can't eat anything with tomatoes in it

We've been able to stay in touch with community members throughout the crisis. I know some prefer a phone call, and I send letters to others

The staff use google translate on their ipad to help explain things I don't understand

My community hub began an online community meal, I find it difficult to use Zoom but at least I can see people's faces

At the beginning of the lockdown a Zoom call was arranged for all the volunteers where we discussed how we wanted to stay in touch

I had a chat with another volunteer last week and they told me how they have been keeping in touch with other volunteers through Facebook. I wonder if I should get a Facebook account

My community hub made a video about growing food at home and arranged for me to share tips

They make sure to put something in each week for all of us, even my son who's diabetic

I was told I can't volunteer anymore because of my age, but I still want to help

I had a phone call with the food bank manager where they told me about the new national helpline

A volunteer follows me around and 'helps' me choose what I can have from each category

I'm grateful for the food, but I still worry about how I'll pay for the electric

There's a great variety of vegetables in each parcel, I wish they would do the same for fruit

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In the food parcels I receive I also found a page with a description and contact number of Citizens Advice Scotland

They have a feedback form but I don't think anyone ever reads them

All volunteers, including myself helped develop a system to ensure social distancing was followed in our provision of emergency food parcels

The local community is very diverse, but all the staff and volunteers there are White. I don't think any of the volunteers have lived experience had to worry about food

I miss being able to help out with the weekly menus - I don't know who is choosing the food now

The registration form asks if you're vegetarian, but it doesn't ask about cultural/religious/health related dietary requirements

I've been seeing videos on Facebook where volunteers share helpful tips with our community. I wish I could also share some of my skills

I don't think there's any platform organised by the community hub in which I could continue delivering my creative writing lesson

SCENARIOS BASED ON ASYLUM SEEKERS EXPERIENCES

This set of scenarios cards are real-life examples of people in the asylum process who have visited community food initiatives in Glasgow. Click here to see the 'Involving and Learning from the Asylum Community workshop plan which uses this activity.

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The staff and volunteers are rigid with their rules and don't accommodate different needs. This means I often don't get what I need. Because of my dietary restrictions, I usually leave with less food than other people

Having staff and volunteers who speak different languages helps communication and makes me feel part of the community

The staff understand that because I'm an asylum seeker, the limit on the number of visits I need is different from people who aren't NRPF

The registration form asks if you're vegetarian, but it doesn't ask about cultural, religious, or health-related dietary requirements

They gave me information with lots of writing on it that is hard to understand because my English is not good

They only have food that white Scottish people like to eat. Some of the food packed in the bag is unusual to me, but I still take them home. But I am not familiar with how to prepare them so they ended up in the bin

The staff understand that because I'm an asylum seeker, the number of visits I need is different from people who can access other support from the Council or government

SCENARIOS BASED ON ASYLUM SEEKERS EXPERIENCES

They wrote down my dietary requirements and health needs. They were flexible and said I could choose another item instead

The registration process is quite simple, and they were flexible with individuals without ID forms required

They don't have any rules about the number of times people can use the service. They understand that you wouldn't come unless you needed help

It was hard to choose enough things for my family when I could only have one or two items from each category. It's the same for everyone, even if they have a large family. It's humiliating when I'm only allowed to take 2 bananas

The volunteer offered me a pack of sausages but I said no because as a Muslim I don't eat pork. I took the bread that was offered, even though I won't eat it because I have diabetes. I didn't want to say no again and appear difficult or ungrateful

The local community is very diverse, but all the staff and volunteers there are White. I don't think any of the volunteers have lived experience or ever had to worry about food

During the Aspen card crisis I didn't have any money for 36 days. My baby needs Pampas nappies because they are the only brand that don't make her eczema worse. My housing officer gave me another brand of nappies. When I said I could not use them, she said: 'You people are so entitled'

When I get a voucher it feels discreet and I can shop just like anyone else. I feel part of the community and no one is the wiser about my immigration status. I can get the things I need and I know what I'll be getting

The staff and volunteers now know me by name and remember my religious dietary preferences

They asked me what kinds of things I eat in my culture. I said that kidney beans are the closest version to the beans we are used to from home. and the next week they had kidney beans there. It was just a small portion, but I was so happy they had thought about me

SCENARIOS BASED ON ASYLUM SEEKERS EXPERIENCES

The staff were misinformed about halal options - they said the chicken was halal when it wasn't. I think they thought I was being difficult by only taking halal meat. People treat me like 'beggars can't be choosers'

The staff have never asked about my needs, like if I have any dietary restrictions. The colour code and nutrition model is not suitable, at least for me because my doctor said I need to eat a FODMAP diet.

They have geographical restrictions, so they asked for a letter to prove my address. They didn't ask for ID. The registration form asked to tick if you were employed or unemployed

A lot of the food is close to the use-by-date and has to be cooked straight away. I don't have a freezer in my accommodation so I often have to throw the food away.

The food there wasn't familiar to me, but the volunteer told me that it's similar to another vegetable I know and gave me ideas for how to cook it

Everywhere I go there is a different system, a different registration process, different rules - it is confusing and it's like navigating a maze.

When I arrive, I'm asked if I want tea or coffee and a volunteer makes it for me. They have a waiting area, so I don't feel embarrassed queuing outside

The project is currently working on translating food packages and labels to help with language barriers.

Sometimes it is tiring especially if I have to wait in line outside for 1 hour. Once it was raining and I didn't have an umbrella. People look at you and wonder what you're doing there

A member of staff sits down with me 1:1 and asks me how I am, if there's an update about my asylum process, and what food I would like from what's available

SCENARIOS BASED ON ASYLUM SEEKERS EXPERIENCES

They respond to feedback from users. They scored their services 7/10. Staff were aware and honest about the fact that there is room for improvement

They involve people with lived experience in the steering group for the project. The group is diverse and represents the different experiences of food insecurity

The volunteer was welcoming, compassionate and genuine. They are knowledgeable and well trained to provide a food service for vulnerable people

There is a mix of food surplus donations and essentials that are bought wholesale

They don't have any rules about the number of times you can use the service. They understand that you wouldn't come unless you needed help

when they have the funding
They ask members what essential items they need and these items are available regularly. I can usually get what I need there and it makes a big difference knowing what I'll be getting

My son has been asking me for the things kids like again and again, and I keep on telling him he has to wait. Now I got this voucher, I bless God for it because I can finally get my son things that his friends have