



information and guidelines

FOR REFERRAL AGENCIES AND SUPPORT SERVICES

HELEN ANDERSON | FOOD BANK MANAGER

JULY 2015

the food bank

Knighton Food Bank provides an emergency resource offering food parcels to people suffering hardship as a result of a crisis that has arisen. All items of food etc. are donated by members of the public. In addition, local shops are being asked to set aside an area where containers can be left with a note asking shoppers to donate tinned and dried purchases, including the FREE item when they have bought 'buy one - get one free'.

The economic recession has affected many people, and residents of Knighton and East Radnor are not immune. For some it can be a struggle to put food on the table, especially when faced with a sudden crisis. It could be the loss of a job, the break-up of a relationship, loss of their home, sickness and disability, or the receipt of a huge fuel bill; the result can be devastating for individuals and families.

From May 2013, **Knighton Food Bank** replaced vouchers with a telephone referral model, to make the process quicker and more efficient. Agencies and support services can now make referrals by contacting Helen Anderson, the Food Bank Manager, direct on **07731 524 058**, who will then complete the necessary paperwork over the phone.

Where possible, referral agencies and support workers are asked to collect the food parcel from the food bank in Knighton. If this is not possible, the manager will discuss arrangements for the recipient to be informed of when to call at the food bank in person.

Knighton Food Bank provides enough of tinned and dried goods plus essential fresh items, to last a three day period. The food parcel can also on request, include pet food, nappies and personal hygiene necessities. Food parcels can be for singles, couples and families and where possible, can cater for special dietary needs or baby foods.



criteria

An emergency food parcel to cover three days will be provided when at least one of the following is criteria is met:

- The Referral Agency confirm that a crisis situation has arisen, such as benefits being stopped or delayed; redundancy or job loss; homelessness
- A crisis payment has been refused and no money is available to buy food, (to be confirmed, where possible, by Referral Agency).

additional food parcels

Further food parcels can be provided if the expected support services are not yet in place, at the manager's discretion.

NOTES FOR REFERRAL AGENCIES

1. Agencies / Support Workers wishing to make a referral should contact the Food Bank Manager, Helen Anderson on 07731 524 058. Messages left on this phone number will be checked regularly, in addition to the regular food bank opening times of Tuesdays and Fridays: 10am - 11.30am. The address of the Food Bank is: The Foyer, Knighton Baptist Church, Norton Street, Knighton. Please note that this not a postal address.
2. Where the referral agency or support worker is unable to collect the food parcel, the client will be provided with details of when to call at the Food Bank themselves. They will be asked to provide evidence of identification to the volunteers on duty.
3. Knighton Food Bank cannot deliver food parcels but will contact the community support services in Knighton (e.g. community transport scheme), if the client gives their permission.