

## Foodbanks – useful information

### Who are food banks for?

At a fundamental level, food banks are there for anyone in the community who needs them. Often, food bank users are unemployed or unable to work due to a physical or mental disability. They may be single-parent families or waiting to receive benefit payments. Some will have been struggling to get by for some time, while others may just be coming to terms with sudden unemployment. Some food bank users may even have a job, but it could be poorly paid part-time or zero-hour contract work. But you can also check [Food Bank near me](#).

### How do they work - can anyone just show up?

Food bank users don't need to make an appointment, but many food banks do require a referral from a social worker, GP or even the job centre. Typically, a food parcel is picked up by the person that needs it. However, during the coronavirus pandemic, some food banks are delivering parcels or allowing them to be picked up on behalf of someone else.

### Who runs all these food banks?

Of the 2,000-plus food banks in the UK, around 1,200 are run by an anti-poverty charity called the Trussell Trust, with the remaining 900 or so run independently. Many have connections to the church, but plenty are secular. Depending on the cultural setting, there are also alternatives to food banks such as community kitchens or soup kitchens.

Most food banks have at least one salaried member of staff, but the vast majority rely on help from volunteers. The Trussell Trust says there are more than 40,000 volunteers working at its food banks.

### Do they only hand out food?

Not exactly. Food banks give out parcels of household supplies that will typically last between three and seven days. As you might expect, most of it is food: pasta, tinned fruit and veg, rice, tea, soup and so on. But parcels also include items like toiletries, baby supplies and washing powder.

Importantly, food banks are often much more than just somewhere to get the bare essentials. For some users, they may be a much-needed place to chat and meet other people. The majority of food banks will also help connect visitors to other forms of help, including debt advice, mental health support, benefits guidance or even cooking classes. Many will offer some of these services themselves.

<https://www.citizensadvice.org.uk/debt-and-money/using-a-food-bank/>

Food banks are community organisations that can help if you can't afford the food you need. You'll usually need to get a referral to a food bank before you can use it.

### **Getting a referral**

A good place to ask for a referral is [your nearest Citizens Advice](#). Call them on their Hardship Line 08082 082138. Tell them you need the food bank - they'll probably make you an appointment to discuss your situation with an adviser.

The adviser will ask you some questions about your income and needs. They can check if you should be getting any benefits you're not currently claiming and tell you about other local help you could get. The adviser can also give you advice about budgeting and any debts you have.

The adviser can refer you to your nearest food bank, if you're eligible.

### **If you can't go to Citizens Advice**

You can ask for a referral from an organisation that's already supporting you - for example, the DWP, a charity, school or children's centre.

Your local council might be able to tell you how to get a referral to a food bank. You can [find your local council's contact details](#) on GOV.UK. When you contact them, ask if there's a local welfare assistance scheme that can help you as well as the food bank. You might be able to get vouchers for things like clothes or petrol.

### **Going to a food bank**

When an organisation refers you to a food bank, they'll give you a voucher and tell you where the food bank is. If it's run by the Trussell Trust you can [check the address](#) on their website.

The food bank will give you a food parcel. They can also tell you where to get advice about your income and spending.

If you live in a rural area and can't afford to travel, your nearest food bank might be able to deliver. Call or email them to check.

If the food bank's run by a church or other religious group, they'll still help you if you're not religious or from a different religion.

### **If you need to use the food bank again**

If you needed a referral to use the food bank, you'll need to get another one before you go back.

If you've been told your food bank has a limit on the number of times you can visit, it's still worth asking if you really need the food. If you're in this situation, [talk to an adviser](#).

The adviser will ask you some questions about why you still need to use the food bank. They'll refer you if they agree it's the best way to help you. Even if they

can't refer you they'll give you advice on debt or problems with benefits if you need it.

### **Next steps**

Check if you can get extra help if you're on benefits or your benefits have stopped  
If you're over 18, you can use the Turn2us benefits calculator to check which benefits you can get.

<https://www.trusselltrust.org/get-help/emergency-food/>

<https://www.guinnesspartnership.com/for-tenants/advice-and-support/managing-your-money/eating-well-on-a-budget/our-guide-to-foodbanks/>

<https://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/service.page?id=P9vUvO5P8ig>

### **Food Bank - Netherfield**



**Open on Wednesdays 1.00 pm to 3 pm** at Bethesda Community Hall, behind the church at Forester Street, Netherfield.

The food bank is one of 14 food banks, and is hosted on behalf of Hope Nottingham who are based at Beeston, Nottingham. Vouchers or referrals are required to obtain food packages and referrals can be obtained via Social Work organisations, CAB, Council Offices or Employment Offices.

Who to contact:

Avril Rathbone - Food Bank Co-ordinator

0115 987 5816

[netherfield.foodbank@bethesdaupc.com](mailto:netherfield.foodbank@bethesdaupc.com)

[www.hope-nottingham.org.uk/](http://www.hope-nottingham.org.uk/)

### **The Trussell Trust - Foodbank Directory**

Bethesda Community Hall  
Forester Street  
Netherfield  
Nottingham  
NG4 2LJ

## Can others collect a food parcel for you?

Yes, volunteers can collect food parcels on behalf of clients.

The procedure is easier these days. **Hope Nottingham** have an arrangement with Citizens Advice, who process the application by phone, and then issue a number via the person's mobile phone. The client would bring this to the food bank, and then we can issue the food parcels. A person collecting on behalf of someone who is unable to travel, just needs a hand written note from the client to say they are collecting on behalf of someone; the note should include that number provided.

As the food bank is for bridging food emergencies, ideally we would issue only parcels every six weeks, but of course there is discretion.

The phone number to use is 0808 208 2138.

You can also donate food and other items. For anyone wishing to donate by cheque, please make cheque payable to "Bethesda Community Account". We are happy to accept cash also, when we open, which is Wednesday each week between 1 and 3pm.

For any other information about Netherfield Foodbank please contact them via one of the methods above.

## Foodbank - Arnold

Daybrook Baptist Church,  
Mansfield Road,  
Nottingham  
NG5 6AA



Opening times - for referrals and donations  
**Monday, Wednesday and Friday 1.30pm - 3.00pm**  
Donations can be dropped off between 12md-3pm

PHONE 07854 690694

WEBSITE <http://arnold.foodbank.org.uk>

EMAIL [info@arnold.foodbank.org.uk](mailto:info@arnold.foodbank.org.uk)