

## THE FOOD BANK –DISTRIBUTOR HANDBOOK

### THE FOOD BANK

#### **'Fighting poverty at its point of need'**

**Thank you for deciding to be one of our distributors, we are extremely pleased to welcome you to the team and look forward to working together.**

**Every year we feed thousands of people facing crisis in the Salisbury area and without the help provided by agencies like the one you represent we would be unable to help at all.**

### PROVISION OF EMERGENCY FOOD BY VOUCHER

1. The FOOD BANK gives food to families in crisis, either in Emergency Food Boxes (EFBs), or as bagged food from The FOOD BANK Distribution Centre. The food includes cereals, milk, fruit juice, soup, pasta, meat, fish, pudding and vegetables, providing balanced and nutritional meals for 3 days. The FOOD BANK Distribution centre stocks all the food items issued in an EFB as well as some additional items which are not practical to put in the standard 4 person boxes. Examples are household items, baby food, tin openers and extra treats or snacks.
2. As a registered FOOD BANK distributor you will hold vouchers, which you will give direct to an individual or family in crisis. On receipt of a voucher the client will take it to The Distribution Centre. They will then exchange the voucher for a supply of food items (enough for 3 days), which they can then carry away in branded supermarket plastic carrier bags, thereby giving them a degree of anonymity.
3. When the client is given food they will be given a degree of choice – e.g. vegetarian. There will also be the option of giving extra food to larger families.
4. Vouchers will be issued to distributors against a unique reference number so we can track them back to the distributor and ensure vouchers are not duplicated. We will issue vouchers in sets of 10. When distributors require more vouchers they will need to contact the Trussell Trust office for replacements. Distributors are requested to keep vouchers securely stored, as the food represented on each voucher is currently valued at approx. £24. **There is no charge for the food**, but it is given on the understanding that it is not resold.
5. Food is donated by churches, individuals, groups or charities and by the public through collection days outside the major supermarkets. This is a project that involves the whole community!

### OPENING HOURS

6. The FOOD BANK Distribution Centre (address on the Red Voucher) is open from 11am until 2pm on Monday through to Friday. However, in an emergency you may contact us and we will issue food from the Warehouse.

## EMERGENCY FOOD BOXES (EFBS)

7. By arrangement we are happy to allow distributors to hold EFBS, to allow access to food for those in rural areas or when food cannot be obtained in normal working hours. If you wish to hold some emergency EFBS, would you please contact the office to discuss your requirement.

## REGISTER OF DISTRIBUTORS

8. Would you kindly complete and return the enclosed proforma listing all the people in your organisation authorised to issue Emergency Food Vouchers or EFB's. This will allow us to validate vouchers when presented.

## NUMBER OF EMERGENCY FOOD VOUCHERS/EFBS ISSUED PER CLIENT

9. THE FOOD BANK has been established to provide *short term, emergency food to an individual or family in crisis while a long-term strategy is developed*. Normally enough food for 3 days (one voucher) should be sufficient to cover the immediate crisis, while the normal support agencies arrange to meet the clients needs. In the event that this takes a little longer then up 2 more vouchers may be issued without further reference to this office. If the crisis is still not resolved (or re-occurs) we are happy for a distributor to contact us to discuss extending our cover for a longer period whilst problems are resolved.
10. A note of warning: it has become clear that some clients "play the field" and obtain vouchers from various sources. We will notify you if you become part of this loop and inform you as to who should be the single issuer in any particular case.

## SIGNPOSTING

11. In addition to giving food, The Distribution Centre also offers a cup of coffee and a friendly chat, internet access and 'help in finding help' by directing clients towards debt counsellors, advocacy etc. In providing this "sign posting" we are happy to feedback any assistance or advice we have provided within the bounds of client confidentiality. Would you please note that each member of THE FOOD BANK Centre staff has signed a Trussell Trust Confidentiality Agreement.

## QUERIES

12. If you have any queries or wish to discuss this further, please contact THE FOOD BANK Coordinator, on 01722 411244 or by email: [richard.parsons@trusselltrust.org](mailto:richard.parsons@trusselltrust.org).

## VOUCHER DETAILS

13. It is important for our auditing, accounting and statistical processes that all sections of the voucher are completed. They are treated in strictest confidence and no individual's or your details will be divulged to anyone without their or your explicit consent, and no client details are kept electronically on a database. The 'Nature of Crisis' box should be completed by ticking the appropriate box or adding a brief explanation of their situation.
14. If you are issuing an EFB rather than a food voucher, you need only complete and return the yellow or green form attached to the front of the EFB. This form is much the same as an Emergency Food voucher, containing the same information so there is no need for a red voucher as well.



