



Distributor Handbook

The Foodbank

'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.

Provision of emergency food by voucher

1. The foodbank gives food to families in crisis from The foodbank 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 foodbank Distribution centre stocks all the food items issued as well as some additional items, examples are household items, baby food, tin openers and extra treats or snacks.
2. As a registered foodbank 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 our office for replacements. Distributors are requested to keep vouchers stored securely, as the food represented on each voucher is currently valued at approximately £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, 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 foodbank Distribution Centre (address on the Red Voucher) is open from 10:30 am until 1:00 pm on Tuesdays and 2:00 pm until 4:30 pm on Fridays. However, in an emergency you may contact us and we will issue food from the Warehouse.

Register of Distributors

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

Number of Emergency Food Vouchers issued per client

8. The foodbank 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 client's 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.
9. 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

10. In addition to giving food, The Distribution Centre also offers a cup of coffee and a friendly chat, 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 foodbank Centre staff has signed a Trussell Trust Confidentiality Agreement.

Queries

11. If you have any queries or wish to discuss this further, please contact the foodbank Coordinator, on 0207 751 2248 or by email at admin@hffb.org

Voucher Details

12. 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 details, either the client's or yours, will be divulged without explicit consent. The Hammersmith and Fulham Foodbank is registered with the Data Protection Agency, and we comply with the regulations regarding the holding of client information on a database. The 'Nature of Crisis' box should be completed by ticking the appropriate box or adding a brief explanation of their situation.

Emergency Food Voucher Log

Please issue vouchers in numerical order

Voucher Number	Date	Client's Name	Distributor's Name (Person issuing voucher)
Please phone the office for additional vouchers 0207 751 2248			