



## FREQUENTLY ASKED QUESTIONS

### Q. Who do Tottenham Foodbank and Community Food Hub help?

- **Community Food Hub** supports any Londoner wanting to maximise their disposable income and prevent food waste. It's for people receiving social security payments, low paid workers and non-earners.
- **Tottenham Foodbank** supports anyone living in Haringey who is experiencing a crisis. Financial crisis means you are unable to afford the absolute essentials that we all need to eat, stay warm and dry, and keep clean. Most people are referred to Tottenham Foodbank due to benefit-related problems. Other reasons for referral are financial difficulties, illness, disability, family breakdown or the loss of a job.

### Q. I can't leave home to get food, what help is available?

There are 4 types of help if you're self-isolating or shielding from COVID-19:

1. **Online supermarket shopping:** big supermarkets are working with the Government to prioritise home delivery slots for vulnerable customers. If you have not been contacted already, you can register as vulnerable on the government's website visit [www.gov.uk/coronavirus-shielding-support](http://www.gov.uk/coronavirus-shielding-support) then follow the instructions from the text message or letter you receive.
  - To be added to the priority list for **Tesco** home delivery slots, call 0800 917 7359 and they'll check whether you're on the government's list. They have 2 delivery windows for priority delivery slots (10am-6pm & 2pm-10pm). Visit [www.tesco.com/groceries](http://www.tesco.com/groceries) and log in to book a slot.
  - **Morrisons** have set up a telesales shopping service for vulnerable and self-isolating customers to receive next-day deliveries. This service operates 7 days a week and is free for the elderly, vulnerable and anyone self-isolating. To get staples such as milk, eggs, potatoes and pasta, call 0345 611 6111. Customers can now sign up for weekly, fortnightly or monthly deliveries of pre-prepared food boxes, which include vegetarian and vegan and gluten-free options, without needing a delivery slot.
2. **Ask family, friends or neighbours to collect food for you:** visit [www.CovidMutualAid.org/Local-Groups](http://www.CovidMutualAid.org/Local-Groups) to find a group in your neighbourhood. If you're a low-earning Londoner, or you receive social security payments, family, friends or neighbours can collect free fresh food for you from the **Community Food Hub**.
3. **Get help with food and medicine deliveries from an NHS Volunteer Responder:** to register for support for yourself or someone you know, call 0808 196 3646 7 days a week, 8am-8pm.



4. If you're unable to afford the absolute essentials that we all need to eat, stay warm and dry, and keep clean, **Tottenham Foodbank** can deliver a 3-day emergency parcel of long-life food, toiletries and household items to you at home. This is a restricted, referral only service.

### Q. What do I need to know about Tottenham Food Bank?

**What:** 3-day emergency parcel of long-life food, toiletries and household items:

- **Typical parcels include:** Cereal, soup, pasta, rice, tinned tomatoes/pasta sauce, lentils, beans and pulses, tinned meat, tinned vegetables, tea/coffee, tinned fruit, biscuits, UHT milk, fruit juice.
- **We also try to provide non-food items:** Toiletries (deodorant, toilet paper, shower gel, shaving gel, shampoo, soap, toothbrushes, toothpaste, hand wipes) Household items (laundry liquid detergent, laundry powder, washing up liquid) Feminine products (sanitary towels and tampons) Baby supplies (nappies, baby wipes and baby food).

**Who:** Anyone living in Haringey who's experiencing a crisis. Financial crisis means you are unable to afford the absolute essentials that we all need to eat, stay warm and dry, and keep clean. Most people are referred to Tottenham Foodbank due to benefit-related problems. Other reasons for referral are financial difficulties, illness, disability, family breakdown or the loss of a job.

**Where:** Our volunteers work from the ground floor of Tottenham Town Hall. We deliver to residents in all Haringey postcodes.

**How:** You need a voucher to receive a food parcel. Vouchers are created by our Referral Agencies.

- The adviser will ask you some questions about why you need to use the food bank. If they refer you, they will ask how many people are in your household and if you have dietary requirements.
- Once we receive your voucher from our Referral Agency, a Foodbank volunteer will contact you by text, to advise when you will receive your food parcel.
- Our food parcels aren't designed to meet long term need, so you may also receive a follow-up call from a Foodbank volunteer offering to connect you with additional support (e.g. debt advice and housing charity Shelter).

**When:** Vouchers are fulfilled twice a week on Mondays and Thursdays, 12-5pm.

- There's a lead time between when you contact a Referral Agency and receiving a food parcel, so please get in touch with them without delay.
- If you need another food parcel, you will need to reconnect with the Referral Agency who referred you initially. There is a limit to the number of times you can receive a parcel within a 6-month period, so it's still worth asking if you really need the food. 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.



## Q. I need a Foodbank Voucher. Who are Tottenham Food Bank’s main Referral Agencies?

**1. Haringey Connected Communities:** call 0208 489 4431 Mondays to Fridays 9am-5pm, team members are based in community settings across Haringey, to help make their services more accessible.

|                                     | Monday     | Tuesday      | Thursday   | Friday     | Email address  |
|-------------------------------------|------------|--------------|------------|------------|--|
| Wood Green Library                  | 10am - 4pm | 10am - 4pm   | 10am - 4pm | 10am - 4pm | <a href="mailto:ConnectedCommunities@haringey.gov.uk">ConnectedCommunities@haringey.gov.uk</a> |
| Marcus Garvey Library               | 10am - 4pm | 10am - 4pm   | 10am - 4pm | 10am - 4pm | <a href="mailto:ConnectedCommunities@haringey.gov.uk">ConnectedCommunities@haringey.gov.uk</a> |
| Northumberland Park Resource Centre |            | 10am - 4pm   |            |            | <a href="mailto:Keesha.Sinclair@Haringey.gov.uk">Keesha.Sinclair@Haringey.gov.uk</a>           |
| Broadwater Farm Health Centre       |            | 9.30am - 2pm |            |            | <a href="mailto:Stella.Sumah@Haringey.gov.uk">Stella.Sumah@Haringey.gov.uk</a>                 |
| Hornsey Health Centre               | 10am - 4pm |              |            |            | <a href="mailto:Andrea.Wershof@Haringey.gov.uk">Andrea.Wershof@Haringey.gov.uk</a>             |
| Commerce Road Community Centre      |            |              |            | 10am - 4pm | <a href="mailto:David.Verschoor@Haringey.gov.uk">David.Verschoor@Haringey.gov.uk</a>           |
| North Middlesex Hospital            |            |              | 10am - 4pm |            | <a href="mailto:Alice.Lovell@Haringey.gov.uk">Alice.Lovell@Haringey.gov.uk</a>                 |

## 2. Haringey Citizen’s Advice

- **Advice Line:** 0300 330 1187 Monday-Friday 10am-4pm
- **Crisis Navigation Service:** Access to emergency food 07845 013956 (phone & WhatsApp) Mondays, Wednesdays & Fridays 10am-3pm.
- It's important to make sure you're getting all the help that you're entitled to, so ask the team to help with a review of social security payments available to you at this time.

## Q. Will accessing Tottenham Foodbank affect my benefits?

Accessing our services will not reduce your benefit payments.

Most people are referred to Tottenham Foodbank due to benefit-related problems. Other reasons include financial difficulties, illness, disability, family breakdown or the loss of a job.





## Q. What do I need to know about Community Food Hub?

**What:** Free fresh food (e.g. bread, vegetables, fruit, milk, eggs, cheese, meat, yoghurt and juice) with a short shelf life, from many of the major supermarkets and suppliers across the UK.

**Who:** Any Londoner wanting to maximise their disposable income and prevent food waste, particularly low earners and Londoners receiving social security payments.

**Where:** First floor, Tottenham Town Hall N15 4RY Bus: 76, 149, 243, 259, 279, 318, 349, 476, W4, 230, 41. Tube/Overground: Seven Sisters

**How:** Arrive 15 minutes ahead of a session and register in person with one of our volunteers (dressed in high-vis bibs) outside Tottenham Town Hall. You'll be able to collect food that day, so bring sturdy shopping bags to carry it home.

**When:** 4 times a week on Mondays, Wednesdays & Fridays 5-6pm, also on Saturdays 3-4pm. One registered, you will be able to access the Community Food Hub once a week on an ongoing basis. You will be contacted by our team by text. When a lot of food is available, you may be contacted to come and collect food more than once a week.

## Q. I'm embarrassed about my circumstances. Are Tottenham Foodbank and Community Food Hub services confidential?

Our services are entirely confidential, and our trained volunteers welcome everyone we support, treating them with respect and upholding their dignity.

Illness, disability, family breakdown or the loss of a job can happen to any of us, so please don't delay reaching out if you need help.

We can also provide information and signposting to other support services to help resolve difficulties you are facing.



Freedom's Ark

