

Update on Northampton Food Bank and Re:store Northampton

We hope you are doing well despite the challenges of this time. We know that the numbers of families and individuals across Northampton that are facing crisis is rising weekly, with unemployment, benefits delays, changes to income etc.

We appreciate the work you do, with many agencies still reaching out across the community. Thank you to all still identifying and supporting those in need.

HOW DO WE REFER AT THIS TIME?

Please continue to refer those in need directly through our usual online referral system, remember this is for this in economic hardship, not just unable to get out to buy food. However, we know that the hardship for some is lasting longer than in usual circumstances, so if you need to make more than the usual 5 referrals a year per household, please make this clear in the notes section on the form. We are happy for you to assess people on the phone, and if they personally cannot collect, a professional or nominated person could collect on their behalf - again make a note for us.

If your service is closed and you cannot make referrals directly, people could be directed to the Temporary Referral Hotline on 020 3239 8165. Nobody should be directed to come straight to the Food Bank Distribution Point without an active referral - to minimise our risk through extended face-to-face contact, they would be turned away and asked to self-refer by phone, which inconveniences all involved.

WHERE CAN PEOPLE COLLECT FOOD?

Please check our website for up to date information before referring. <https://www.restorenorthampton.org.uk/distribution-points.html>
Currently you can direct people with a valid referral to collect there parcels at following day/times/places:

Mon 12pm-2pm, Seventh Day Adventist, 74 Highlands Ave, Spinney Hill, NN3 6BQ

Tue 10am-12pm, Re:store Northampton, 42 Sheep Street, NN1 2LZ

Thu 10am-12pm, Re:store Northampton, 42 Sheep Street, NN1 2LZ

Fri, 10am-12pm, St Albans the Martyr Church, Broadmead Avenue, NN3 3RA

CAN FAMILIES GET MORE THAN FOOD?

As long as stocks last, we are giving out toiletries, cleaning products, toilet rolls, nappies/wipes and other basic essentials alongside the food parcels - please indicate on notes what people need. Whilst all our other services are closed or adapted for virtual connection rather than on-site, we are looking to re-launch Growbaby, to supply and distribute essential clothes for younger babies/toddlers. If you refer to this project please look out for a separate email sent Friday. If you work with families but are not set up to refer to Growbaby and want to know more please get in touch.

WHERE ELSE CAN THEY GO FOR HELP?

We are also working closely alongside other food banks and providers across Northampton, and whilst each have their own referral methods, we are aware this covers Mon-Fri in various locations, including some that provide home-delivery if absolutely required. Please contact each Food Bank for details of how to refer and opening times/days.

WHAT ABOUT OTHER VULNERABLE PEOPLE?

Those in need of other support, including socially isolated, 'shielding' or needing food delivery but not in economic hardship please direct people to Northamptonshire County Council Resilience Cell on 0300 126 1000 (option 5), who will offer support or advice and link to local support groups or food aid groups.

Please like/follow us on social media to keep up to date with news.

<https://www.facebook.com/restorenpton/>

<https://twitter.com/restorenpton>

<https://www.instagram.com/restorenpton/>

If you have any other queries please contact admin@restorenorthampton.org.uk.

Thank you for all you do especially during these difficult times.

Anya Willis
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