



### **Am I eligible for a food parcel?**

The criteria for receiving a food parcel is that you are in crisis – something has happened that means you don't have any food or money to buy food. This could be that your wages or benefits have been delayed or stopped, debt, sickness/ill health, domestic abuse, low income or no recourse to public funds.

### **How do I get a food parcel?**

You will need to chat to one of our referral agencies who will be able to fill out a Foodbank voucher and give you advice too if needed. There are about 150 referral agencies in Wrexham including the Citizen's Advice Bureau, Tenancy Support Officers, Community Agents, Health Visitors, schools, Communities for Work, Mental Health Team, Flying Start, Family Support and the Job Centre plus most local organisations and charities. Many of these places are able to chat to you over the phone at this time and issue a voucher online.

### **Why do I need to give my details?**

We ask for your name, address, age and reason for crisis. This information is collated so that we can present data to the government as evidence when we campaign for change in policies which we think are causing people to suffer. All your personal information is kept securely and not shared as we follow strict data protection rules.

### **Where do I get the food from?**

There are seven satellites around Wrexham where you can take your voucher to collect the food parcel. A couple of these are temporarily closed during the pandemic so do check with the referral agency or on our website for up to date information on these. Please remember that the parcel contains three days' worth of food so if you are a large family you need to have a way of transporting it. If you can bring your own carrier bags then that is appreciated but not essential.

### **What if I can't collect it?**

The referral agency may be able to collect it for you so ask them, or a friend or family member – as long as they bring the voucher that is fine. If none of these options are available then ask the referral agency to request a home delivery and we will deliver the parcel to your door.

### **How many food parcels can I have?**

There is no limit to the number of parcels you can have but they are designed to be crisis relief rather than long term support. If someone needs more than three parcels in a six-month period, we would talk to the referral agency just to understand your situation a little bit more and to make sure you are receiving all the help you are entitled to.

### **Who runs the Foodbank?**

The Foodbank is run by two part-time staff and about 80 volunteers. All the food is donated by local people and the project is funded entirely by donations and grants.