

The Waterside Foodbank
193 - 195 Hampton Lane
Blackfield, Southampton
SO45 1XA

Telephone 077 6871 3329

E-mail: info@watersidefoodbank.co.uk

www.watersidefoodbank.co.uk

7th March, 2013

Mrs. Colette Cockeram
Deputy Clerk
Marchwood Parish Council,
Marchwood Village Hall
Village Centre
MARCHWOOD
SO40 4SX

Dear Colette,

Following our conversation of yesterday I am writing to you with information about Waterside Foodbank for you to bring to the Council Meeting next week.

Waterside Foodbank was launched in December 2008 by Waterside Christians to provide food for local people who find themselves in crisis. Tins and packets of food donated by local people, businesses, churches, schools and supermarkets are processed and packed into Emergency Foodboxes by Foodbank volunteers.

The food is accessed by clients through obtaining a voucher from one of 40 professional agencies working with people across the Waterside.

An Emergency Foodbox provides three balanced meals a day for three days, and are given out in Family, Couple and Single units.

Our area covers the Waterside from Eling, Marchwood, Dibden, Hythe, Holbury, Blackfield, Calshot to Beaulieu and East Boldre.

We operate from leased premises in Blackfield where the food is stored and processed in the Warehouse and the Emergency Foodboxes are collected.

Waterside Foodbank is part of the Charity Waterside Ecumenical Projects No: 1136282

If clients cannot get to Blackfield to collect their Emergency Foodboxes, we are able to deliver to their homes. This year we have fed 1300 people, taken in approximately 11 tonnes of food and distributed 9 tonnes.

Clients come to Foodbank from Marchwood, and I am concerned that people in need in this area would have to travel to Hythe or The Harbour Childrens Centre at Eling to access a voucher.

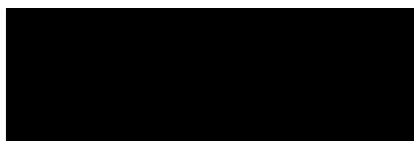
I am therefore wondering if the Council would consider holding vouchers which could be distributed from its office in The Village Hall, which I understand is open most of the week and would therefore seem an ideal central location for accessing a voucher for Marchwood residents in crisis.

I am enclosing a Voucher Distributors pack which sets out our joint responsibilities as provider and voucher givers for your information, together with a Brochure outlining the aims and practice of Waterside Foodbank.

Should the Council be willing to distribute vouchers, I would be very grateful if the Register of Signatories Form could be signed and return to me, whereupon I will send 10 red individually named and numbered vouchers for your use.

I look forward to a favourable reply and to working in partnership with the Council to more effectively alleviate stress caused by crisis situations to the residents of Marchwood.

Yours sincerely,



Jan Hayter
Co-Ordinator

Waterside Foodbank is an organisation representing local Churches whose aim is to provide emergency food aid to those in crisis in the area.

For information contact Jan Hayter, Foodbank Co-ordinator, as above.

Waterside Foodbank is part of the work of Waterside Ecumenical Projects

Registered Charity Number: 1136282



DISTRIBUTORS HANDBOOK

**WATERSIDE FOODBANK IS PART OF THE WORK OF
WATERSIDE ECUMENICAL PROJECTS
REGISTERED CHARITY NO: 1136282**

THE WATERSIDE FOODBANK IS SEEDED BY THE TRUSSELL TRUST



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.

PROVISION OF EMERGENCY FOOD BY VOUCHER

1. The FOOD BANK gives food to families in crisis and who **live on the Waterside** ie from Eling to Calshot and out to Beaulieu, 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**
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 FOOD BANK 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. 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 Waterside Food Bank Co-ordinator for replacements. Distributors are requested to keep vouchers securely stored, as the food represented on each voucher is currently valued at approx. £28. **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 local supermarkets. This is a project that involves the whole community!

OPENING HOURS

6. The FOOD BANK CENTRE is at **193 Hampton Lane, Blackfield and is open on Mondays from 10 – 12 noon and Tuesdays and Fridays from 2pm until 3.30pm.** However, in an emergency you may contact us on **07768713329** and we will make arrangements with you to enable clients to access food outside our opening times.

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 or EFB's. This will allow us to validate vouchers when presented.**

NUMBER OF EMERGENCY FOOD VOUCHERS/EFBS ISSUED PER CLIENT

8. 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 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 FOOD BANK CENTRE also offers a cup of coffee and a friendly chat, and 'help in finding help' by directing clients towards other relevant agencies. In providing this "sign posting" we are happy to feedback any assistance or advice we have provided within the bounds of client confidentiality.
11. Waterside Foodbank is part of Waterside Ecumenical Projects which includes Waterside Debt Advice. This organisation operates from the Waterside Foodbank premises by appointment. Enclosed is their information leaflet for your information and use should you so wish.

QUERIES

12. If you have any queries or wish to discuss this further, please contact THE FOOD BANK Co-ordinator on 077 687 13329. Email: info@watersidefoodbank.co.uk
Web address: www.watersidefoodbank.co.uk

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.
14. 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

The Waterside FOODBANK

Voucher Number	Date	Client Name	Distributor name (person issuing voucher)
Please issue in numerical order			
PHONE JAN FOR ADDITIONAL VOUCHERS			