

Helping Hands

Food Bank Q&As.

The Helping Hands Food Bank was created to ensure that no service users experiencing domestic abuse and who is currently receiving support goes hungry.

We understand that these are particularly challenging times and we hope that this service can help you should you ever be in need of food.

What is a 'Food Bank'?

Foodbanks throughout the country are there to help those in the community who find themselves unable to buy food due to unforeseen circumstances - help is given so they are able to support themselves and their families. The Helping Hands Food Bank aims to specifically help those individuals receiving support from **Threshold DAS**.

Who can access Threshold DAS's Food Bank?

Helping Hands is available to anyone who is currently receiving support from Threshold DAS and needs a helping hand with food. 'Receiving support' applies to anyone who is living in our refuge or getting help from Floating Support or Outreach teams. It is also available to individuals who have accessed our volunteering or educational services.

What do I have to do?

You will need to contact the office on **01554 700650** or email us to arrange an appointment and to have your eligibility confirmed. You will be asked to fill in a form so that we can understand your personal circumstances and any dietary requirements/allergies you may have. We can help you fill out the form.

Where is your Food Bank?

The Helping Hands Food Bank is at our Station Road office at **32 Station Road, Llanelli, Carmarthenshire, SA15 1AN**

Who will know that I have used the food bank?

We take service user's privacy very seriously. Only those staff/volunteers who need to see your details will have access to them. We treat all referrals confidentially.

What are the opening hours - and when can I visit?

The Food Bank is open from Monday to Friday, from 10.00 am - 2.00 pm. However, we are operating an appointment only system at the moment to ensure we are operating in a COVID safe way. Your appointment will be confirmed when you telephone.

What type of food will I get?

This depends on what food has been donated and is available at the time of your visit. It is likely to be primarily tinned/packet foods. There may be some fresh items, but this is subject to availability.

How much food would I get?

A typical food parcel contains a minimum of three days of nutritionally balanced, non-perishable, tinned and dried foods that have been donated by the local community. A typical food parcel includes: breakfast cereal, soup, pasta, rice, pasta sauce, baked beans, tinned meat, tinned vegetables, instant mash, UHT milk, tea, coffee, sugar, tinned dessert and biscuits. We may also be able to provide fresh produce if supplies are available.

I'm in need of sanitary products, can you help?

Yes, we have a range of sanitary products as well as some toiletries available.

Can my friend use your Food Bank?

That depends. Is your friend a current or ex-service user? We are currently only able to offer support to individuals who have had or are currently registered with us on support. We can help signpost your friend to other organisations locally that might be able to help.



I have a baby, can you help with supplies of nappies and baby food?

Our foodbank occasionally carries a small stock of nappies and baby food which we can add to your parcel if available. Please let the staff know when you make your appointment if you need these for your baby. Unfortunately, we do not stock infant formula as we cannot guarantee timely or consistent supplies. We recognise that the way babies are fed in the early months of life can have a profound effect on their short- and long-term health and should you require help in accessing baby formula, we are happy to signpost you to the relevant professionals so that you get the consistent support you need.

Okay - I would like to make an appointment.

Great. Appointments can be made to Teresa or Maria :-

Teresa Armstrong (Food bank and Shop Co-ordinator)

Mobile: **07375 501 005** Email: **tarmstrong@threshold-das.org.uk**

Maria Cavaleri (Food bank & Shop Assistant)

Mobile: **07494 154 025** Email: **mcavaleri@threshold-das.org.uk**

...or contact us on our main office number on 01554 700 650

How do I give to the Food Bank?

Without generous donations from our supporters, we would have very little food to distribute. The Helping Hand Food Bank is pleased to accept items and we are grateful for any donations received. However, due to limited storage space and demand for specific items, should you wish to donate, you may wish to speak to our Food Bank Co-ordinator first.

Thank you!

