

Downley & Disraeli Food Bank Referrals – Street Representative Guidelines

We are now starting to see increasing numbers of requests for food bank supplies from Downley and Disraeli residents. To ensure the smooth provision of supplies please follow these steps:

1. If a need becomes apparent in your street, please use **maximum discretion** in ascertaining the actual need. Understandably, some folks are uneasy about asking for help, even when they really need it. Please assure them that the service is discreet, confidential, free and very easily accessible
2. When you have permission to proceed, or if an actual request is referred to you, please simply **e-mail** disraelihelp@gmail.com providing the name, address and telephone number of the person(s) requesting food bank services. Alternatively, the person in need can e-mail directly, again providing these details
3. On receipt of the e-mail, the Downley & Disraeli Food Bank (operating from the Pastures Church) will call the person requesting the service directly. They will ascertain the precise need – how many family members, ages, basic dietary requirements, any pets etc.
4. The D&D Food Bank staff will then pick and pack the required items, and **deliver direct to the requestor**
5. Please do not discuss any food bank requests with anyone else. We must ensure **complete confidentiality** at all times.
6. Any questions or concerns, please either e-mail info@downley.org or call 07562 132361

Thanks to you all for facilitating this essential service. And to the brilliant Downley & Disraeli Food Bank team who are helping people who have not been referred to the One Can Trust group through the normal referral process, and to the wonderful community minded and caring Pastures Church.