

Telford Crisis Support FAQ

We know that it can be difficult to ask for help, but we are here to support you and make it as easy as possible. If you have any concerns or questions about our food and other support services, please call us directly on 01952 586646.

1. Can I make the request as a member of the public, or do I need a professional referral?

Yes, you can self-refer.

2. How do I access food support?

Monday to Friday between 9 am and 5 pm please call 01952 380400 to make a request for help, this is Telford & Wrekin Council's Contact Centre which can also provide assistance on a range of welfare needs – more information is available at: <https://telford-gwa.egovhub.net/Gwa/launch>

Outside of this time, evenings, weekends and bank holidays please contact Telford Interfaith Council for help.

3. Is TCS part of Telford & Wrekin Council?

No. TCS is an independent charity # 1158650

We partner with our local authority, which provides us with some funding to enable the delivery of support services in our borough of Telford & Wrekin

4. Do I need to be in receipt of benefits to request food support?

No. If you are in a financial crisis and unable to feed yourself and/or your family, you can request support.

5. Do I have to pay anything?

No, all our services are provided 100% free of charge.

6. Is there a limit on the number of times I/we can access support?

No. We allow a discretionary number of requests but will engage with you to explore longer-term solutions to help you through your crisis if you make frequent requests.

As charity, sadly, TCS has to place some restrictions on the amount of food support that we can provide. Our support is for people who are in a crisis and is not designed to provide long-term support. We signpost people to other help and advice to assist them to overcome their crises and have a Link Worker to provide additional support alongside our other services.

Our website includes details of contact information for a variety of other help and support services, if in doubt you can call us directly and we will do our utmost to help.

7. How do I get my food parcel?

TCS provide both next-day and same-day services.

Same Day parcel collections are available for the public between, 2:30 and 4:00 pm Mon to Fri at The Hub on the Hill, Sutton Hill.

(Requests must be completed before 2 pm on the day you order the parcel to access this service).

Same Day collections are also available for professional and referring agencies to collect from our Halesfield hub.

TCS deliver to multiple locations across Telford & Wrekin, our partners operate differing opening times, for details please see the information document on our website. https://telfordcrisissupport.org.uk/?page_id=86

8. Do you provide a standard food parcel?

No. All parcels are made to order to suit individual circumstances, considering the number of adults and children, and their ages.

A typical parcel contains a minimum of three days of food, this will be mainly non-perishable items, tinned and dried foods but wherever we are able and subject to donations we include fresh and frozen products too. A typical food parcel will include, breakfast cereal, soup, pasta, rice, pasta sauce, baked beans, tinned meat, tinned vegetables, UHT milk, tea/coffee, tinned dessert and biscuits.

9. Do you cater for special dietary requirements?

Yes. We provide, halal, vegetarian, vegan, pescatarian, etc. We always endeavour to adapt your food parcel to suit your dietary needs. We can also provide parcels for a range of needs including, lactose intolerance, diabetes, gluten intolerance and similar.

10. I have a baby; can you help with supplies of nappies and baby food?

Yes. Subject to availability we can provide nappies and baby food.

If you have children under 4 you might be entitled to get baby milk and other food under the NHS Healthy Start scheme. <https://www.healthystart.nhs.uk>

11. I have no means of cooking food / limited means of cooking food.

TCS provides non-cook parcels, and parcels for those with limited access to cooking appliances, a kettle only, a kettle and microwave etc. please specify when requesting a parcel.

12. Why do you ask for details about my household, name, postcode, age and ethnicity etc?

We request this information as it is a requirement of our funders to ensure we are supporting those in our community who are in need of the most help. The information helps shape our support services, policies and operations to ensure we continue to provide the best possible service.

13. More than a foodbank?

Alongside and complimentary to our core support service TCS provide a range of additional wellbeing services, including:

- Referral based Baby & Toddler Bank @Telfordbabybank
- Pre-loved school uniform service, accessible to all via our dedicated website link
- In addition to our core services TCS offer a range of additional support to health and social care professionals, please contact us to check details, criteria and availability.