

FOREST FOOD BANK - CHANGES DURING THE COVID-19 CRISIS

27th March 2020

In response to the Covid-19 pandemic, the Forest Foodbank is changing how food is being distributed to those in financial crisis. This will remain in force until further notice at which point we will return to our normal operation run from our 3 distribution centres.

With effect from Friday 27th March 2020, the Forest Foodbank will operate a delivery service. This service is to protect everyone from close contact during the period of this pandemic.

In addition to the delivery service, the Lydney Town Council have agreed to act as a partner to the Forest Foodbank and will run a collection point for people who are not in self-isolation. This will operate from the Lydney Community Centre, Naas Lane, GL15 5AT on Thursdays from 2pm to 4pm and is not open outside those hours.

To access these services, there will be dedicated phone lines for all food requests either from people needing food or for agencies helping those in need. These phone lines are set up for the following post code areas.

GL15 – 07391 001217 – Line open 2pm-4pm Wednesdays

GL16 – 07387 502240 – Line open 2pm-4pm Mondays

GL14 & GL17 – 07553 611294 - Line open 9.30am -11.30am Fridays

Please note that calls to these phone lines outside of the times specified will not be answered.

The operator will ask questions regarding details of the claimant. All calls are strictly confidential and operators have signed a non-disclosure agreement and we comply with data protection legislation.

We will aim to deliver food parcels within 24 hours of the request. This will be dependent on the number requests made during each session. It may take a longer during periods of high demand.

For GL15 Postcodes, the deliveries will be made between 1pm & 4pm on Thursdays. For GL16 Postcodes, the deliveries will be made between 1pm & 4pm on Tuesdays. For GL14/17 Postcodes, the deliveries will be made between 1pm and 4pm on Friday or 9am-12am on Saturday.

The parcel will be left on the doorstep and our driver will knock but will not have any contact with the person receiving the food. It is up to the individual to be at home to receive the parcel, if not, it will be left at the door.

PLEASE NOTE: This service is for people in financial crisis who can't afford to buy food. It is not intended for people who are self-isolating but can afford food. In those cases please contact the Gloucestershire Community Help Hub on 01452 583519 for support.

<https://www.gloucestershire.gov.uk/gloucestershires-community-help-hub>

Please bear in mind that this is a new process run by volunteers so please bear with us

The Forest Foodbank would like to thank all volunteers, donors, and the Lydney Town Council for their support during this difficult period.

Donations during Covid-19 crisis

We are totally reliant on the help and support of our community to provide the Foodbank with food and financial donations.

The opportunity to provide food donations is now very limited with the closure of many of the places where our collection bins are located.

We are in desperate need for food as the situation worsens and we are therefore appealing for any donations to be made in money.

The limit on the amount of food that can be purchased does not apply to the Foodbank and we are permitted to buy in bulk to replenish our supplies.

If you are able to donate, please visit our Facebook page and use the donate button where you can gift aid or on our website to make your donations, alternatively:

- Cheques made payable to Forest Foodbank and sent to Coleford Baptist Church, Newland Street, GL16 8AN.
- BACs transfers are also most welcome. Sort code 08-92-99 Account 65592621