**Emergency food packages - briefing for customer support**

**What are we doing?**

We are providing emergency food packages to those that are vulnerable to food crisis in the context of Covid-19.

**Why are we doing it?**

Many people are at risk of not being able to access food during the Covid-19 crisis. This might be because they can’t leave their house, are self-isolating, or they have lost income due to the economic impact of Covid-19. We want to make sure that people don’t go hungry.

**How are we doing it?**

We are partnering with Age UK because they have the existing infrastructure to take referrals and supply food. We are partnering with them and providing funds to purchase the food, staff to help with processing referrals, staff to help with packing the parcels, and drivers and vehicles to deliver the parcels.

Although we are partnering with Age UK, the service is not restricted to older people (see eligibility criteria below).

**Who is eligible?**

These emergency food packages are available to those that are:

* Housebound
* Can’t get food themselves
* Are in food crisis - have less than 2 days worth of food

**How will I know if someone is eligible?**

We ask that you have a conversation with those calling to explore their vulnerability in the context of Covid-19. Some people might express that they have are in food crisis, and some people we might discover this through conversation with them. People are particularly vulnerable to food crisis if:

* They are over 70, and therefore staying at home due to their vulnerability of becoming very ill with the virus
* They are self-isolating because they have the virus, or believe they might due to being in close contact with someone with the virus
* They have lost their job or their hours have reduced due to Covid-19

**How will people find out about the service?**

There are four ways that people might find out about the service:

1. They call Camden’s customer support line or Covid-19 response line and we identify that they have a need. The Customer Support professional completes the referral
2. They are in contact with one of Camden’s frontline services and they identify there is a need. The frontline worker completes the referral
3. They are in contact with Age UK Camden and are referred. Age UK Camden complete the referral
4. They call Age UK Camden. Age UK Camden complete the referral

**How do I refer someone?**

If need is identified, the eligible person is referred by one of the people listed above completing [this referral form](https://www.camden.gov.uk/emergency-food-packages-covid19-/-coranavirus-).

There are two versions for the form. One for the north and south of the borough, depending on where the resident being referred lives.

Anything north of Mornington Crescent tube will be NORTH & anything south, so including Somers Town and King’s Cross, will be SOUTH.

The referrals will then be sent to the relevant team for distribution

The referral form asks for:

* Name
* Telephone number
* Address
* Delivery instructions
* Whether they have any allergies
* Whether they have any symptoms of Covid-19
* The name of the person making the referral
* Whether the individual consents to their data being shared with Age UK in order that they can send a delivery package

*Please note*: if the person does not consent to sharing their data then we can not accept their referral, as we are reliant on the partnership with Age UK to fulfil the referral.

**What is in the package?**

The emergency package contains: milk, bread, butter, eggs, biscuits, tea, coffee, tinned food, cereal, toilet roll & soap.

**How many people is the package for?**

The package is intended for one person. It is designed to last a week. If there are multiple vulnerable people in the household then multiple referrals will need to be made in separate referrals.

**How long is this offer available?**

We are running this with Age UK for the next month. We have plans to be able to provide 600 packages a week for the next 6 weeks.

**What other support is available?**

We are working hard to build a wider offer of support because we know that this alone can’t meet the different types of need people have. We will follow up with more information shortly.

In the meantime, it would be very useful to capture and log the requests for support coming through, as this will shape our approach going forward.

**What is the referral form link?**

<https://www.camden.gov.uk/emergency-food-packages-covid19-/-coranavirus->