



HOW TO GET HELP

If you need help from our foodbank there are a few simple steps to follow.

THE MOST IMPORTANT STEP IS TO GET A FOODBANK VOUCHER.

In order to provide the most appropriate help for the circumstances of your situation we work with local agencies. If they feel you are struggling to put food on the table, they will issue you with a foodbank voucher. The local agency can also provide long term support if needed to help address some of the issues behind the reasons for your crisis. Agencies we work with include: Citizens Advice, housing support officers, children's centres, health visitors, social services and some local charities.

1. GET IN TOUCH WITH US.

If you [call or email](#) our foodbank we can talk through your situation and put you in touch with a relevant local agency.

2. ARRANGE A VISIT TO THE REFERRAL AGENCY.

They will discuss your situation and supply you with a [foodbank voucher](#) where appropriate.

If you can't afford food, you can call 0808 2082138 (freephone) to speak to a trained and independent Citizens Advice agent (Monday to Friday, 10am to 4pm). Please note this number is for people who do not have enough money for food – if you are a local organisation or charity that works with people who might need the food bank, please contact us directly.

Alternatively, please call 0300 330 5457 to speak to Citizens Advice Nottingham who will be able to issue you with a food bank voucher if necessary.

3. BRING YOUR FOODBANK VOUCHER TO YOUR NEAREST FOODBANK CENTRE.

You can find a list of our local centres and opening times [here](#). When you arrive, we'll welcome you with a warm drink and our trained volunteers will chat with you about your situation. We'll also discuss any dietary needs you may have and exchange your foodbank voucher for a [parcel](#) of three days of emergency food. We'll also help to support you in any other ways that we can. Most of our foodbank centres offer a cafe style environment and our aim is to provide non-judgemental support at the point of crisis.

If you have any further questions our [FAQ's](#) page may help, or feel free to give us a call.

COVID 19

OPENING TIMES & LOCATION

The page was last updated 27/04/2020

We are currently open as normal.

Please note that this is subject to change. We may have to close without any notice. Check back here for latest details.

For Food Parcels only:

Tuesday 1:00 to 3:00pm

Thursday 1:00 to 3:00pm

Saturday 10:00 to 12:00pm

We are open for **donations only:**

Tuesday 10:00 – 12:00pm

Thursday 10:00 – 12:00pm

The Bestwood & Bulwell Foodbank operates out of [St Philips Church in Top Valley](#). This is the only site for this foodbank.