

**Family Food Bank Referral Voucher Terms and Conditions**

**Please ensure all Voucher Issuers, Distribution Centres and Service Users read the Terms & Conditions. Failure to agree and comply with the below will mean refusal of access to the service.**

**Our purpose**

The Family Food Bank provides support to families that are experiencing financial hardship, meaning they are unable to buy food or are left with a difficult choice between paying for food or other basic necessities. We work closely with partner organisations to issue vouchers and distribute food boxes to those in need.

**Why we collect information**

We collect your information to keep a record of the number of boxes we distribute every year, this also allows us to compare data with previous years. We also monitor vouchers to ensure the system is not abused and offer full transparency and allowing us to offer the correct advice and support possible.

**How we store you information**

All information is stored digitally and password protected. Once entered on to the system, all hard copies are then shredded.

**How we use your information**

We do not share any personal data with organisations outside the Children and Families Group. Your information gets recorded using our internal systems and used for data analysis only. This enables us to develop our services to meet the needs of the community.

**Your Rights**

Your data belongs to you and you have many rights to how your personal data is processed. You do have the right not to give your details but this may affect your right in accessing our services. For further information please refer to Children and Families GDPR Policy.

Please refer to the Family Food Bank Procedure for further information, or contact The Family Food Bank Tel: 01233 500477 or email familyfoodbank@children-families.org

The Family Food Bank is part of the charity Children and Families Ltd. Registered Charity No: 1115459. Registered Address: Seashells, Rose, Street. Sheerness, Kent, ME12 1AW

**Family Food Bank Procedure**

The Terms and Conditions must be shared with all Voucher Issuers, Distribution Centres and Service Users, so that they fully understand their rights.

In a 12 month period from April - March, The Family Food Bank can provide up to 6 food boxes. If there is genuine need for more food boxes to be provided, please use your professional judgement or speak to a member of our team.

Our service aims to support those who are unable to afford food and therefore will go without. Our service is based on a collection model from a local distribution centre, it is the service user’s responsibility to ensure they can transport the food box back. In some cases our distribution centre might be able to offer a delivery service, but this should not be expected and may not be provided.

Our distribution centres have the right to reject or refuse any food vouchers if they feel the voucher is invalid or people are abusing the system. Both our distribution centre and central office will not tolerate any abuse or violence. In these circumstances the police may be called and families/individuals will be banned from accessing our support again.

Anyone in need of a food parcel needs to contact the distribution centre directly, so that they can make arrangements and follow their guidance to collect a food box safely.

**Key notes for distribution centres partners:**

- For every food box you distribute, an online voucher needs to be completed. Failing to complete vouchers may affect us in being able to send you further food boxes.

- The Link to the online voucher is: https://forms.gle/Werk9xhDdiqeGGLx8 If you ever forget the link, the form can be accessed at the bottom of our website www.familyfoodbank.org. The form has been tested and is compatible with all main internet browsers and devices.

- Please only order a total of 10 boxes per week, all order requests need to be made by 4pm each Thursday for delivery the following week.

- Please accept any donations made to support our service and contact us directly to arrange collection asap.

- The best email to always use is our generic one familyfoodbank@children-families.org as this goes to all the management team so things will get actioned, or give us a call on 01233 500477 and someone will help.

Many thanks for your continued support.

The Family Food Bank is part of the charity Children and Families Ltd.

Registered Address: Seashells, Rose, Street. Sheerness, Kent, ME12 1AW.

Registered Charity No: 1115459.

