

**Food support for residents has changed since the last lockdown.** The Council is not providing free food to residents who are shielding but can afford to buy their own food, however other support is available to help them access food in the commercial sector. Information is provided in the first section below.

There is food support for those who cannot afford to buy food – this is by collection from our Newham Food Alliance (NFA) partner organisations across the borough. Where absolutely necessary there is some capacity for delivery.

The food provided by NFA partners both for collection and delivery is predominantly a weekly box of groceries. There is a very limited hot food offer in some parts of the borough but this is not the bulk of the service and cannot be guaranteed.

## **Support for those who have sufficient income and/or savings and are able to afford food purchase:**

- 1. Residents who are able to afford food but need assistance with accessing online shopping can be referred to DEFRA priority access scheme via the COVID-19 Helpline**
  - 0207 473 9711 or [covidhelp@community-links.org](mailto:covidhelp@community-links.org) (Open 1–7pm, 7 days a week)
- 2. Residents who need assistance setting up online shopping accounts or placing online shopping orders should contact the COVID-19 Helpline**
  - 0207 473 9711 or [covidhelp@community-links.org](mailto:covidhelp@community-links.org) (Open 1–7pm, 7 days a week)
- 3. Residents who need assistance with accessing food, are able to afford groceries, but do not want to use the online shopping can use the NHS volunteers service**
  - [0808 196 3646](tel:08081963646) (8am–8pm, 7 days a week)
  - Eligibility details here: <https://nhsvolunteerresponders.org.uk/services>
- 4. Residents who need assistance with accessing food, are able to afford groceries, but do not want to use the online shopping can use Morrison's telephone ordering service**
  - 0345 611 6111 (choose option 5)
  - Delivery is free if you are elderly or vulnerable. Order by 5pm for next day delivery.

## **Support for those who DO NOT have sufficient income and/or savings and are unable to afford food purchase:**

- 5. Residents who have difficulty accessing food due to financial issues e.g. loss of or reduced employment, issues with benefits or no recourse to public funds should be referred to the Newham Food Alliance**
  - Residents can refer themselves or be referred by organisations or others via the form at [www.newham.gov.uk/newhamfoodalliance](http://www.newham.gov.uk/newhamfoodalliance)
- 6. Residents who require food support during isolation periods due to income interruption can be referred to the Newham Food Alliance**
  - Residents can refer themselves or be referred by organisations or others via the form at [www.newham.gov.uk/newhamfoodalliance](http://www.newham.gov.uk/newhamfoodalliance)

7. **Residents who are unable to work during isolation periods can find out more about eligibility and apply for the £500 isolation support payment on the Newham Council website**
  - [www.newham.gov.uk/CovidSupportPayment](http://www.newham.gov.uk/CovidSupportPayment)
8. **Any residents who were receiving food support from #HelpNewham and have been transferred to the Newham Food Alliance, who have questions about the support should contact the Newham Food Alliance directly**
  - [frontdoor@newhamfoodalliance.org](mailto:frontdoor@newhamfoodalliance.org) or 07790 975 086 (9am–12pm, Weekdays)
9. **Residents who are unable to be supported by other services can get supermarket and energy vouchers from the MoneyWorks Emergency Loans team**
  - 020 8430 2041 or [moneyworks@newham.gov.uk](mailto:moneyworks@newham.gov.uk) (9am-5pm, Weekdays)

### **Other support available:**

10. **Residents who need non-food related COVID-19 support (e.g. questions on testing and isolating, staying safe during COVID-19, signposting to legal advice etc...) that is not related to a Newham Council team (e.g. housing) should be referred to the COVID-19 Helpline**
  - 0207 473 9711 or [covidhelp@community-links.org](mailto:covidhelp@community-links.org) (Open 1–7pm, 7 days a week)
11. **Residents who need befriending support should contact Chat Newham**
  - 0808 196 3510 (10am–4pm on weekdays)

For the most up to date list of support available please visit  
<https://www.newham.gov.uk/coronavirus-covid-19/c19-information-advice/3>

Or contact Darius Baird | [darius.baird@newham.gov.uk](mailto:darius.baird@newham.gov.uk) | 07790 952 984

Or Helena Taylor | [helena.taylor@newham.gov.uk](mailto:helena.taylor@newham.gov.uk)