

Advice about food parcels and access to cash and frailty issues

The County Council has just put out the following advice about food parcels and access to cash and frailty issues:

“We have been working with the local district council to create an approach to food delivery that means everyone who needs our help can get it.

Whilst the focus of our work initially has been to ensure that people on the clinical “shielding” list have been supported we are also very mindful that many others will be facing difficulty during this time.

We have set up a process of creating food parcels that cater for different diets and have already sourced some for people with gluten and lactose intolerances. These can be accessed by people calling the main customer service centre 0344 800 8020 and they will then be supported by their local council (KLWN).

We’re developing guidance for people who don’t have access to money as we realise it won’t be possible for everyone to get cash – again each district will chose the approach that works best for them from a range of options set out (it may include getting the food on a residents behalf and invoicing them at a later date). At all times we are very mindful of SCAMs and ensuring that we don’t have people giving out their cash cards and pin numbers.

We are also developing wellbeing guides with Public Health that can be dropped off with food parcels or prescriptions – this won’t entirely address the issue of increasing frailty but should encourage people to try and look after their own health and keep moving.

We would very much encourage support groups to contact the local district council so that efforts are joined up and they can access extra support for residents”.