

Access to food

Options for those in the shielding group

Those who have received a letter from NHS Scotland saying they have a condition that makes them at very high risk of severe illness from COVID-19, and who do not have contacts who can help support them, can register to get help with delivery of groceries and medication.

To register for a weekly national food parcel – A food parcel is available free of charge to everyone in this group if they want it. The parcel has around 32 items and is delivered to their doorstep on a weekly basis. Registration is via SMS or phoning the Coronavirus Support Hub.

To register for Tesco delivery slot – People in this group are eligible for priority delivery slots from Tesco; they can access food deliveries as well as, or instead of, their free food parcel. Registration is via SMS or phoning the Coronavirus Support Hub.

Options for anyone who is struggling to access food, for whatever reason

- **Shetland Food Bank** - Shetland Foodbank provides support to people who are in crisis. As well as providing emergency food, Shetland Foodbank can provide essentials like washing powder, nappies and sanitary products. Shetland Food Bank is operating as normal, but also has parcels with the Red Cross and the Council, so that it is now possible for staff to distribute the food parcels directly. Referral from a service to the Foodbank is required. Contact: info@shetland.foodbank.org.uk
- **Brae Foodbank** - The Brae Foodbank is currently opening for two-hour periods, at different times, in Brae and Mossbank. The best way to find out when it is open is to use the Brae Gospel Hall facebook page. The Brae Foodbank is willing to deliver throughout Northmavine and Delting. No referral is necessary. Contact: 07796 807 265
- **Unst Fair Food Fund** - The Unst Fair Food Fund is providing basic foodstuffs or toiletries to anyone facing difficulty in affording these items. This assistance can be accessed directly through the Unst Community Council or Unst Partnership Ltd. Contact: up@unst.org or 01957 711495. All requests will be treated in confidence.
- **British Red Cross** - The British Red Cross (BRC) holds a constant supply of foodbank packages for those who are living in food poverty. These can be accessed directly at the BRC or through the foodbank as normal. The BRC can deliver if there are no other options for the individuals to collect.
- **Food for the Way** - Food for the Way is providing food parcels to anyone that contacts them, primarily within Lerwick. Contact: foodfortheway@gmail.com or 01595 692874. No referral is required.
- **Gluten Free Food Service** - This is a prescription service available only to people with an established diagnosis of Coeliac disease and herpetiform dermatitis. Individuals are signed up for the service when diagnosed.
<https://www.shb.scot.nhs.uk/departments/dietetics/gffs.asp>

USEFUL PHONE NUMBERS

Brae Foodbank
07796 807 265

Unst Fair Food Fund
01957 711495

British Red Cross
(North Region Coordination Centre)
01463 796624

Food for the Way
01595 692874

Royal Voluntary Service
01595 743914

Organisations

British Red Cross

Contact: North Region Coordination Centre on 01463 796624

Emergency Food packages - these are available for individuals who are:

- Are isolating due to symptoms of COVID-19
- Who are in the shielding/high risk group but have not received their government food parcel (yet)
- Those individuals who have no other support network to assist them access food provisions
- Those who have no ability or capacity to do online shops/over the phone orders locally
- Those individuals who normally have family/friends support but for a (short) period of time they have a gap in support due to the impact of the pandemic on their network

Collecting shopping – The BRC can support people by collecting their click and collect or over the phone shopping, if there are no other options available to them. Priority is given to those who are high risk, shielding, those with vulnerabilities in the community and those with no other means of support.

In-person shopping options – The BRC can support those in crisis to access food through their ‘in-person’ shopping support. The BRC regular staff and volunteers can cash handle £35 per individual/£75 per family, available for shopping in any grocery store. Priority is given to those who are in a crisis situation, high risk, shielding, those with vulnerabilities in the community and those with no other means of support.

For those without cash – the BRC can undertake shopping in-store at the Co-op and Tesco and have a system to enable payment over the phone if possible without the need for the BRC to cash handle - particularly good for those with cards but no accessible cash. The BRC also have several shopping options they can use and explore with referred individuals to meet their immediate needs.

Royal Voluntary Service

The RVS teams can deliver essential food and medication to those in need. A shopping service is also available with the method of payment determined with the client before it is undertaken. An emergency fund of £10 is available to buy food if someone is in crisis. Contactless payment is the preferred method.

Although the RVS primarily support the older person over 55, they are willing to support anyone who is identified as having a need at this time.

These services can be accessed directly through the RVS or by contacting the local officer by telephone on 01595 743914 or by email at shetlandsupport@royalvoluntaryservice.org.uk