UPDATE FROM YOUR ASHBURY07/04/2020

PARISH STREET COORDINATOR

**When will I get my food parcel?**

If you’ve received a letter from the NHS saying you’re considered high risk and have been advised to self-isolate, you’ll receive a food parcel directly from the government.  The letter explained what to do to receive a food parcel if you didn’t have a support network around you to help.  Unfortunately, we’re not part of this distribution process so cannot tell you when you can expect yours.  However, if you need food now and you’ve nowhere else to turn (no friends or trusted neighbours you can call on) then please contact our dedicated support service on:

01235 422600

We will arrange a food parcel delivery within 24 hours, unless you need anything urgently.

**I’ve received a food parcel and I don’t want or need it**

If you’ve received a food parcel that you don’t want or need then you’re on the government’s distribution list for receiving one.  To remove yourself from the list you’ll need to update your requirements, which are currently registered with the government. Go to:

[www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable)

Type in your NHS number, which you can find on the letter you received identifying you as being high risk and needing to self-isolate for 12 weeks. Any food parcels we deliver will carry a sticker identifying them as coming from South and Vale District Councils and will be in response to a specific request for help.

As far as we’re aware there’s no process for returning a government parcel, so please check to see if you have a neighbour or a friend or family member who might benefit from it.

UPDATE FROM YOUR ASHBURY07/04/2020

PARISH STREET COORDINATOR

**When will I get my food parcel?**

If you’ve received a letter from the NHS saying you’re considered high risk and have been advised to self-isolate, you’ll receive a food parcel directly from the government.  The letter explained what to do to receive a food parcel if you didn’t have a support network around you to help.  Unfortunately, we’re not part of this distribution process so cannot tell you when you can expect yours.  However, if you need food now and you’ve nowhere else to turn (no friends or trusted neighbours you can call on) then please contact our dedicated support service on:

01235 422600

We will arrange a food parcel delivery within 24 hours, unless you need anything urgently.

**I’ve received a food parcel and I don’t want or need it**

If you’ve received a food parcel that you don’t want or need then you’re on the government’s distribution list for receiving one.  To remove yourself from the list you’ll need to update your requirements, which are currently registered with the government. Go to:

[www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable)

Type in your NHS number, which you can find on the letter you received identifying you as being high risk and needing to self-isolate for 12 weeks. Any food parcels we deliver will carry a sticker identifying them as coming from South and Vale District Councils and will be in response to a specific request for help.

As far as we’re aware there’s no process for returning a government parcel, so please check to see if you have a neighbour or a friend or family member who might benefit from it.