



Food Hub Usage Policy

1. Purpose

The Food Hub exists to support individuals and families who are struggling to meet basic food needs.

2. Eligibility and Verification

2.1. Eligibility

Anyone experiencing financial difficulty may request a food parcel.

2.2. Verification Documents

To ensure that support reaches those in genuine need and to protect the Food Hub from misuse, applicants are asked to provide basic financial verification:

- If in receipt of benefits: a photo of a current benefit letter.
- If not in receipt of benefits: a recent bank statement. Applicants may redact non-essential information such as account numbers or unrelated transactions.

2.3. Purpose of Verification

Verification documents are used solely to:

- Confirm that the applicant is experiencing financial hardship.
- Support fair decision-making for both standard and short-term support.
- Maintain accountability and prevent misuse of the Food Hub.

2.4. How Verification is Applied

Verification is conducted in a light-touch, non-intrusive way. The documents help staff and trustees to:

- Identify whether a household has a low balance, delayed income, or sudden financial strain.
- Ensure consistent treatment of all applicants.
- Understand changes in circumstances for repeat or bi-weekly requests.
- Avoid applicants having to repeatedly explain personal difficulties.

2.5. Data Handling

Once documents are reviewed, they are deleted. No additional personal financial data is retained.



3. Standard Entitlement

- Each household may receive one parcel per calendar month.
- Parcel size is based on the number of people in the household.
- Clients may select 20 items of their choice from the Food Hub's online list.
- No additional assessment is required for the monthly parcel beyond standard verification.

4. Additional Short-Term Support

4.1. Conditions for Short-Term Support

Short-term additional support may be provided when a household is facing temporary hardship. Examples include:

- Sudden loss of income
- Unexpected essential bills
- Delays in wages or benefits
- Family emergencies

There is no fixed criteria, as each case is reviewed based on individual circumstances.

4.2. Duration and Frequency

- Maximum duration: up to 12 weeks.
- Frequency: one parcel every two weeks during the support period.
- Each parcel will contain approximately one week's worth of food.

4.3. Approval

All additional support requests must be approved by the food hub manager on duty.

5. Data Recording

All orders are logged in the Food Hub spreadsheet. The system flags duplicate names so staff can review whether a request falls under standard entitlement or short-term support.

6. Review of Policy

This policy may be reviewed and updated whenever the trustees consider it necessary.