



Brent Shield food parcels

Brent Shield food parcels are for residents who are either unable to get food and supplies for themselves, or who are on the government's 'shielding' list due to age or underlying health conditions.

To request a parcel, call us on 020 8937 1234 between 9am and 5pm, Monday to Friday. It typically takes less than 48 hours from a call to your parcel being delivered – if you are in urgent need, we will try to get it to you as soon as possible.

What do Brent Shield food parcels contain?

Each parcel is intended as a food supplement for 1-2 people and should last for up to a week. Families will receive multiple parcels, depending on the number of people. We advise that people consume fresh produce first – preferably within 3 days of delivery.

Items will vary depending on what we are able to source at that time, but a typical parcel may contain the following:

- Approximately 4 or 5 tinned items which can include beans, chickpeas, sweetcorn, tuna, spaghetti hoops, fruit, or tomatoes
- A bag of uncooked pasta, noodles or rice
- A loaf of sliced white bread
- 2 x soup items
- A litre of UHT or powdered milk
- A bag of oatmeal
- 10-12 items of assorted fruit and vegetables
- A desert, such as jelly, rice pudding or custard
- 2 x chocolate bars
- A packet of biscuits
- Approximately 10 x coffee and / or tea sachets
- Sugar (500g)
- A small tube of toothpaste (when available)
- Shampoo, shower gel and hand lotion (when available)
- A toilet roll (when available)
- Sanitary pads, incontinence items, nappies and infant formula (included on request)
- Occasionally food parcels will also include donated items such as crisps, chocolates, drinks or cereal bar

Due to the volume of requests, at the moment we are only able to send out standard parcels containing basic items. We are not currently able to cater for specific requests and individuals should check the labels of items carefully to meet their own personal needs or requirements.

Further down the line, we hope that we may be able to offer a few different types of boxes for different dietary needs.

How often will I receive food parcels?

You will receive your parcel(s) once a week for four weeks. The number of parcels you receive will depend on the size of your household:

- 1-2 people will receive one box
- 3-4 people will receive two boxes
- 5 or more people will receive three boxes

After the fourth week, deliveries will automatically stop. If at that stage the UK is still in lockdown and you still require assistance, you will then need to make a new request by calling 020 8937 1234.

Once the lockdown has been lifted, if you still need help with food, you should contact the Council's Welfare Assistance Team on 020 8937 5796 to request a Food Bank Voucher.

I am unable to prepare my own meals and have no other support. What should I do?

If you are unable to prepare your own meals, please call 020 8937 1234 between 9am and 5pm, Monday to Friday and we will arrange a suitable alternative.