



ACCESSING FOOD IN SWINDON



NOVEMBER 13, 2024

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Food Parcel Schemes- Referrals Required

Swindon Food Collective

Do you know someone who is struggling to put food on the table? Maybe you are still waiting for benefits? Unable to work? Only feeding the family and going without yourself? There are many reasons why people are unable to afford to eat every day. We understand and are here to help!

FAQ's

1. How many referrals/food boxes can I have?

People are allowed 3 boxes in any 6-month rolling period. However, if there are extenuating circumstances that can be verified by the referring agency this can be extended in liaison between the referring officer and the Swindon Food Collective Manager.

2. Do I need to be on DWP benefits to get a food box?

No. Anyone, even if they are working, who is facing a crisis or emergency situation that means they do not have enough money to feed themselves or their family can apply but they must be referred by one of the referring agencies, schools or statutory services that partner with Swindon Food Collective.

During school holidays families whose children receive free lunches can be referred by the school. Parents or Guardians should request vouchers/referrals for food during holiday breaks prior to the school closing or if the administration office is open during holidays, contact the school via email as discussed with the Welfare Officer before the holiday period

Crisis, predicaments or emergencies can be issues such as waiting for benefits to be awarded, bereavement, unemployment, illness, sudden changes to family income, housing or family circumstances, accidents, divorce and separation etc., this list is not exhaustive.

You can get a referral from the following places:

Citizen's Advice Swindon: Sanford House, Sanford St, SN1 1HE- Call on 0808 2787813 or contact them through their website at <https://www.citizensadvicewindon.org.uk/contact-form/> or pop along to one of their triage sessions on

Monday & Thursday's 10am – 1pm
Wednesday 2pm – 4pm

Your child's school

You can contact your children's school welfare/safeguarding officer or head teacher as often schools can refer

Churches and Vicars

Get in touch with your church or vicar

Voluntary Organisations

Some voluntary organisations that you might be aligned to or know of e.g. Turning Point, Nelson Trust, SSAFA, Threshold, Salvation Army, Women's Refuge, counselling and other support services etc.

Probation service. Youth Offending Team

You can call the Probation Service on 01793 536612 or the Youth Offending Team on 01793 464662.

Swindon Borough Council- Live Well Team

Contact the Live Well Swindon Team on 01793 465 513 or go to Sanford House, Sanford St, SN1 1HE

Swindon Borough Council Emergency Assistance Fund

Contact the Swindon Borough Council Emergency Assistance Fund by phone on 01793 445500. (Further information about SEAF can be found later in the document.

Social Services

You can speak to your social worker. You can contact Social Services at Swindon Borough Council on 01793 445500.

Community Midwives and Health Visitors

You can call the Community Midwives on 01793 604020 or the Health Visitors on 01793 465050 or 01793 465030.

Parish Councils

The following Parish Councils are currently referring agents, if you live in one of these Parishes you may be able to get a referral from them-

Central Swindon North- 01793 466499

Haydon Wick- 01793 722446

Stratton St Margaret- 01793 823761

Wroughton- 01793 814735

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Swindon Food Collective Distribution Points:

St Aldhelm's Centre, Edgeware Rd, Swindon SN1 1QS, UK

Monday 2.30pm-4.30pm

Thursday 1.30pm-4.15pm

Friday 2.30pm-4.30pm

St Bartholomew's Church, 1 Church St, Royal Wootton Bassett, Swindon SN4 7BQ

Monday 1pm-3pm

The Bridge, 8 Sheep Street, Highworth, Swindon SN6 7AA

Monday 11am-1pm

Tuesday 11am-1pm

Thursday 11am-1pm

St Andrew's Methodist Church, 31 Moredon Rd, Swindon SN25 3DF

Tuesday 12pm-2pm

Friday 11am-1pm

Freshbrook Church, Worsley Road, Freshbrook, Swindon SN5 8NU

Tuesday- 2.30pm-4.30pm

St Peter's Church, Penhill Drive, Swindon, SN2 5DU

Tuesday 10am-12 noon

St John's Church Hall, Whitbourne Avenue, Swindon SN3 2LG

Wednesday 10am-12 noon

Discovery Church, Gospel Hall, 8 Markham Rd, Wroughton, Swindon SN4 9JT

Wednesday 2pm-4pm

St Margaret's Centre, Kenwin Close, Stratton St Margaret, SN3 4HY

Thursday 12pm-2pm

St Timothy's Church, Liden, SN3 6HP

Friday 10am-12pm

Gorse Hill Baptist Church - Boxes of Hope

Are you finding things difficult at the moment?

Is it hard trying to make ends meet?

Is it a struggle to feed yourself and your children?

If so, we can help you with a Box of Hope.

A Box of Hope is a food parcel which includes lots of basic non-perishable foods such as Pasta, rice, tea, coffee, long life milk, pasta sauce, squash, tins of tuna, tomatoes, fruit, soup, beans, veg etc. We also put a lot of extra s in the bags including crisps, sweets, jam, tomato sauce etc.

You can self-refer for one food parcel but then if you need any further help you need to have a referral from a professional that you are working with. They can arrange the number of food parcels you need and the frequency.

To contact us please email at boxesofhope@ghbc.org.uk

The Salvation Army, Swindon Gorse Hill Corps – Community Support Hub

Chapel Street, Gorse Hill, SN2 8DA

Our Community Support Hub provides a confidential, non-judgemental listening ear. We offer support, signposting and guidance about a whole range of things including but not limited to: food support, debt advice, training, Adult Community Learning courses, addiction and substance support, social clubs/activities/volunteering, entry to and sustaining employment, support and liaising with agencies on your behalf.

Whatever your circumstances we are here and ready to help. We may not be able to solve all of your problems, but we promise you will not face them alone.

Pop in, email us on swindon.gorsehill@salvationarmy.org.uk or call us on 01793 436928 to speak with someone confidentially. You are not alone!

Pantries and Surplus Food Distribution

Gorse Hill Baptist Church Community Fridge

Gorse Hill Baptist Church, Cricklade Road, Gorse Hill, Swindon SN2 1AA

Mondays, Tuesdays and Thursdays from 11am to 2pm.

The food at the Community Fridge is waste food that has been picked up from local supermarkets and would previously have gone to landfill, including fresh fruit and veg, store cupboard items, fridge and freezer foods. The food available varies daily depending on what has been collected from the stores.

You do not need a referral to visit the community fridge. Everyone is welcome and all the food is free.

While the fridge is open there is a community café also open where you can buy a drink and cake for 50p. There are free pre-loved clothes available and a book swap/share. Many agencies attend the Community Fridge on a regular basis to offer services, advice and support. These include advice sessions from Citizen's Advice Swindon, Swindon Carers, Health Watch and courses through SBC Adult Community Learning, ESOL lessons and the CAP Money Management course.

Follow us for more info on Facebook at Swindon Community Fridge Gorse Hill

Highworth Community Larder

Westrop Primary & Nursery School, Newburgh Place, Highworth SN6 7DN

Tuesdays 8am to 11am

Our aim is to reduce food waste and support our neighbourhood. Surplus food kindly donated by local shops and individuals will be available to all, free of charge.

Stratton Community Pantry

Beechcroft Library, Swindon, SN2 7QQ

Tuesday 10am – 12pm

Friday 1pm – 3pm

Stratton St Margaret Parish Council has its very own Community Pantry! This is situated at the Community Hub in Beechcroft Library. This is to help the food deprivation within the parish, whereby anyone who lives in our parish can visit the pantry on its designated opening times and choose items to take home. No referral needed

Affordable Food Clubs and Pantries

Swindon Night Shelter Pantries

Our pantries enables you and your household access to nutritious food for a fraction of what these items would cost at a supermarket (2/3 cheaper than the supermarket or more!). You can pick up fresh fruit, vegetables, salad, bread, cake, chilled and a frozen item (depending on availability) for free.

How it works

Membership- Each household will pay £1 per person, per household for a six-month registration period. (e.g., 4 members in a household will cost £4 for 6 months) and complete a very short registration form.

Proof of income or benefit will be required. Max £22,000 income per household, but chat to us if you are struggling and don't fit these criteria or have no access to any funds (Organisations across Swindon can also refer).

Weekly point system- Once you become a member, this allows you to exchange cash for points when you visit (£1 equals 4 points) in addition to the free items. Members enter the shopping area and choose items to the value of the points purchased. The items are then taken to the till and any unused points will be carried over to the next visit. By offering a points credit system, it allows member to purchase points in bulk when paid (maximum £20) and then return to shop throughout the month when required.

The funds raised will allow us to reinvest in a consistent supply of foods we normally struggle to provide such as coffee, sugar, toiletries, cheese etc. All items will be subject to availability.

Haven Pantry

The Haven Day Centre, Queen's Drive, Swindon SN3 1AR

Tuesdays- 2.30pm and 4.30pm

Parks Pantry

**Park North Village Hall, Lyndhurst Crescent, Park North, Swindon SN3 2RW
(behind Goddard Park Community Primary School)**

Wednesdays- 2.30pm – 4.30pm.

Penhill Pantry

Chippenham Close Community Centre, Chippenham Close, Swindon SN2 5DB

Fridays- 1.30pm-4pm

Connect 3:16 Affordable Food Club at Freshbrook Church

Freshbrook Church, Worsley Road, Freshbrook, Swindon SN5 8NU

Mondays 10am to 12 noon

Thursdays 2pm to 4pm.

Connect 3:16 based in Freshbrook Church has an Affordable Food Club providing access to nutritious food for a fraction of what items would cost in a regular supermarket. This should be seen as a top up shop as the variety of items available will be more limited than a regular supermarket and dependent upon supply.

There will be a six-month membership fee to join the 'AF' Club, at the minimal cost of between £1-£5 per household, dependent on size of family.

As a member each time you visit, you decide how much you want to spend and this money is exchanged for points. 1 point = 25p, 2 points = 50p etc. As a member, you will gain a discount of between one-third and two-thirds, compared with what you would pay in a regular supermarket. For example, a jar of coffee which would normally cost £3.00, would cost the member 4 points.

Any unused points can be carried over to your next visit. As a member, you could utilise this system to purchase points in bulk upon receipt of your benefits or wages and return to the Club throughout the month when required.

When available, additional items including fruit and vegetables and any items nearing their expiry date will be offered free of charge.

If you are interested in becoming a member, live in Freshbrook, Toothill or Grange Park and have a household income of £24,000 or less, please email Laura connect316@freshbrook.org or call 07895747280 and leave a message with your name and contact number.

Community Meals

Food Cycle Community Meal

Pinetrees Community Centre, The Circle, Swindon SN2 1RF

Thursdays from 6.30pm.

FoodCycle Swindon - More than a Food bank | Free Food homeless charity

Week in, week out, we nourish the hungry and lonely in our communities at FoodCycle Swindon with delicious meals and great conversation.

FoodCycle Swindon welcomes anyone to attend as a guest and enjoy a FREE hot meal. No need to book. Just turn up on the day!

No referral needed

Community Cafés

Community cafés run by Street Reps and volunteers. There is fresh produce to take home with you, including bread and pastries.

Penhill Community Café

John Moulton Hall, Penhill Drive, SN2 5DU

Tuesdays 1pm-3pm

Railway Village Community Café

The Bakers Café, 16 Emlyn Square, Swindon SN1 5BN

Wednesday 10am-1pm

Meadowcroft Community Café

Meadowcroft Community Centre, Addison Crescent SN2 7JX

Fridays 10am-12pm

Support for the Homeless

Big Breakfast+ @ The Pilgrim Centre

Pilgrim Centre, Regent Circus, Swindon SN1 1PX

Every morning (including bank holidays) between 7.30am and 9am

Big Breakfast Plus is based at The Pilgrim Centre, Swindon. We offer a warm welcome and a free cooked breakfast for homeless people, people who are sofa-surfing and those who have no access to cooking facilities or money to pay for food. No referral needed

Alternative Angels

Pilgrim Centre, Regent Circus, Swindon SN1 1PX

Mondays and Tuesdays at 6.30pm

Alternative Angels provide Swindon's homeless and most vulnerable residents with a secure and welcoming space where they can enjoy hot nourishing meals. No referral needed

The Filling Station

Queen Street Car Park (Small), Queen Street, Swindon SN1 1RN

Thursdays 7pm until 8.15pm

Filling Station is a weekly initiative that has been running for many years to help the homeless people of Swindon. It's a mobile kitchen that sets up in the loading bay Queens Street, (off Bridge Street), Swindon every Thursday from 7pm – 8:15pm.

A team serves soup, hot and cold drinks, hotdogs, and a variety of cakes and biscuits, while building relationships and just talking to the people who come along. In addition to this, the team are able to hand out to each attendee a 'care package' which contains a variety of basic essentials ranging from toothbrushes to blankets, that help them get through the week. This service is supported by local homeless housing centres. No referral needed.

Swindon Caring Hearts

Havelock Square, Swindon SN1 1LF

Wednesdays and Fridays at 8.30pm.

Swindon Caring Hearts (SCH) is a community voluntary group whose supporters share a passion and common goal to provide a hot meal and basic essentials as well as friendly company and assistance to the homeless and rough sleepers.

Twice times a week, on Wednesdays and Fridays a group of volunteers meet in Swindon town centre, outside of CEX and distribute hot home- made nourishing meals, hot and cold drinks and snacks, as well as sleeping bags, blankets, clothing, toiletries and shoes. .

SCH relies on the kind and generous donations of its supporters in both supplying these much needed meals and items as well as the volunteers meeting up for the meets.

We signpost those who need it where possible, to the statutory agencies and charities in Swindon who offer specific professional support and advice, and on occasions we have attended meetings in a supporting capacity when we've been asked.

No referral needed

Swindon Street Friends

In front of Tented Market

Every Thursday between 7pm and 8pm

Swindon's Street Friends are a voluntary group founded by three women, trying to make a difference one meal at a time.

We are currently handing out between 60-80 meals upwards.

We provide hot meals, snack packs, hot and cold drinks along with toiletries to our street friends who sleep rough and to those who are in need of our assistance.

When we have extra donations or, items of food our cooks cannot use or about to expire like tins of food, boxes of cereal, pasta and rice we distribute it to those who are not sleeping rough but, who are in need.

E-mail: swindonsstreetfriends@hotmail.com

Healthy Start Vitamin Distribution Outlets

Young children may not get enough vitamin A and D even if they're eating well. If you're pregnant or breastfeeding, you may not get enough vitamin C, vitamin D or folic acid. Those who hold a NHS Healthy Start card can get NHS Healthy Start women's tablets and children's drops. You can get the vitamin tablets while you are pregnant and up to your baby's first birthday. Children can take vitamin drops if they:

- are less than 4 years old
- have less than 500ml (about one pint) of infant formula a day, as formula already has vitamins added to it

Swindon has a wide number of places where vitamins are available:

Chiseldon Parish Council

The Old Chapel (Inside the Graveyard)
Butts Road, Chiseldon, SN4 0NW
Mon and Wed 11.30am-2.30pm

Community Fridge

Gorse Hill Baptist Church, Cricklade
Road, Gorse Hill, SN2 1AA
Mon, Tues and Thurs 11am-2pm

Freshbrook Church

Worsley Road, Freshbrook, Swindon,
SN5 8NU
Mon 10am- 12pm
Tues Thurs 2pm- 4pm

Growbaby @Pattern Church

Penzance Dr, Swindon SN5 7JL
Weds 9.30am-11am, 12pm-
1.30pm

Haydon Wick Parish Council Office

Thames Avenue, Haydon Wick, SN25
1QQ
Tues and Thurs 9am- 12pm

John Moulton Hall

Penhill Drive, Penhill, SN2 5DU
Mon 9.45am- 12.45pm and
4.45pm- 6.45pm
Tues 9.15am- 11.15am and 12pm-
4.45pm
Weds 12pm- 4pm
Thurs 11am- 6.45pm
Fri 9am- 1pm
Sat 9am- 12pm

Moredon Sports Hub

Cheney Manor Industrial Estate, SN2
2QJ
Mon- Fri 9am- 10pm
Sat -Sun 9am-5pm

Pantry @Beechcroft Library

Beechcroft Road, Upper Stratton, SN2
7QQ
Tues 10am – 12pm
Fri 1pm – 3pm

Pantry @Chippenham Close Community Centre

Chippenham Close, Penhill, SN2 5DB
Fri 1.30pm-4pm

Pantry @Haven Day Centre

Queen's Drive, Swindon SN3 1AR
Tues 2.30pm- 4.30pm

Pantry @Park North Village Hall

Welcombe Avenue, Park North, SN3
2QN
Weds 2.30pm-4.30pm

Pinetrees Community Centre

The Circle, Pinehurst, SN2 1RF
Mon to Thurs 9am-4pm
Fri 9am- 3pm

Salvation Army Gorse Hill Corps

Chapel Street, Gorse Hill, SN2 8DA
Mon-Sat 9am- 4pm
Sun 10am- 11.30am

Sanford House

Sanford Street, Swindon, SN1 1HE
Mon- Fri 9.30am- 4.30pm

South Swindon Parish Council

Gladstone Street, Swindon, SN1 2AU
Mon-Thurs 9am-4pm
Fri- 9am-2pm

The Bridge

8, Sheep St, Highworth, SN6 7AA
Mon, Tues and Thurs 11am- 1pm

The Meadow

Leigh Road, Penhill
Mon - Fri 9am- 5pm

The Nelson's Trust

Swindon Women's Centre, 162 Victoria
Road, Swindon, SN1 3BU
Mon-Fri 9am-5pm

The Shop

Cavendish Square, Unit C & D, George
Hall Ct, SN3 2LZ
Mon, Tues, Thurs and Fri 9am- 3pm
Wed- 9am-1pm

**Wroughton Parish Council and
Community Library**

Barrett Way, Wroughton, SN4 9LW
Mon, Tues, Weds and Fri- 9am- 3pm
Thurs- 2pm-5pm (Library Only)

Other Support**Swindon Borough Council**

Make reports, look for information and advice as well as request council services
01793 445500 Housing Benefit and Council Tax Support - 0345 3022316
<https://www.swindon.gov.uk/>

Swindon Emergency Assistance Fund

The Emergency Assistance Fund provides emergency assistance to Swindon residents who need it:

- where there has been an unexpected serious emergency or crisis, and there is a significant risk of harm to you or your family if no assistance is given
- where a vulnerable person in the community needs help with basic housing needs or food to prevent homelessness or hardship
- where you or your family requires assistance moving into, or remaining in the community

<https://www.swindon.gov.uk/eaf> or call 01793 445500

Sanford House, Sanford Street, SN1 1HE

Swindon's advice and support walk-in centre will help you find the right information for your situation. As well as being the home of some of Swindon's support organisations, including Live Well Swindon, Citizens Advice Swindon, Swindon Carers, Swindon and Gloucestershire Mind, staff can also signpost visitors to appropriate support and services across the town.

Monday-Friday 9.30am-4.30pm

01793 465513

Citizens Advice Swindon

Citizens Advice Swindon can offer support with all sorts of issues, including money, benefit, housing or employment problems. You may be facing a crisis, or just considering your options.

0808 2787813 (calls to this number are free)

<https://www.citizensadviceswindon.org.uk/contact-form/>

<https://www.citizensadviceswindon.org.uk/>

Crosslight Debt Advice

Crosslight works to lift people out of poverty and help them build a better future.

01793 290860

info@crosslightadvice.org

<https://www.crosslightadvice.org/>

Turn 2 Us

Information and financial support

0808 802 2000 (Freephone)

www.turn2us.org.uk

Step Change

Debt Charity offering free debt advice and money management

0800 138 1111 www.stepchange.org

Warm and Safe Wiltshire

Warm and Safe Wiltshire help residents of Swindon and Wiltshire live in warmer, safer and healthier homes.

They provide in-depth telephone support and home visits to help people save money on their gas and electricity bills, and to get funding for heating and insulation improvements in their homes.

0800 038 5722

<http://www.cse.org.uk/wsw>

Thames Water

Thames Water offer financial and debt support schemes to help with bills.

0800 009 3652

<https://www.thameswater.co.uk/help/account-and-billing/financial-support>

Growbaby Swindon

Growbaby Swindon is a baby-essentials bank serving local families with children aged 0-5, and is completely free of charge. Any local family in need is welcome, regardless of income, background or faith.

<https://www.patternchurch.org/growbaby>

Swindon Carers

Swindon Carers Centre helps unpaid carers to access the support they are entitled to as a carer so they can look after their own wellbeing, live a healthy and fulfilling life alongside their caring role.

01793 531133

info@swindoncarers.org.uk

<https://www.swindoncarers.org.uk/>

Age UK Wiltshire

Age UK Wiltshire deliver a range of services to help keep residents informed, remain independent and stay involved through later life.

0808 196 24 24

<https://www.ageuk.org.uk/wiltshire>

Swindon Domestic Abuse

Supporting ALL victims of domestic abuse in the Swindon area. 24-hour helpline is always answered by a trained advisor.

01793 610610

<https://swadomesticabuse.org/>

Swindon and Gloucestershire Mind

Providing mental health advice, support and services to empower anyone experiencing a mental health problem in our area.

01793 547150

<https://www.sgmind.org.uk/>

Samaritans

Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year.

116 123 free from any phone

0330 094 5717 local call charges apply

<https://www.samaritans.org/>

Shelter

Free Housing Advice

0808 800 4444 (Freephone)

www.england.shelter.org.uk

Wiltshire Law Centre

Free legal advice to alleviate poverty and disadvantage. Wiltshire Law Centre is open to advise in relation to Housing matters.

01793 486926

info@wiltslawcentre.co.uk

<https://wiltslawcentre.org.uk/>

Stop Loan Sharks

Stop Loan Sharks investigates and prosecutes illegal money lenders and provides support for borrowers in the UK. If you have borrowed from a loan shark or are worried about someone else, we're here to help and keep you safe.

Our specially trained staff will provide you with emotional and practical support that is tailored to your needs.

Call us 24/7 on **0300 555 2222** or start a Live Chat via their website. This service is available 9am-5pm, Monday to Friday. <https://www.stoploansharks.co.uk/>

Other Online Information and Support

<https://www.swindon.gov.uk/costofliving>

Online advice and guidance on ways to reduce outgoings and increasing income

<https://padlet.com/SBCFood/food>

Online directory of services, organisations and resources to support residents

<https://padlet.com/SBCFood/swindonfoodmap>

Online map of food distribution, community meals and Healthy Start vitamin distribution points

<https://www.worryingaboutmoney.co.uk/swindon>

Online tool to identify support with financial issues

<https://www.moneyhelper.org.uk/en>

Great website provided by the Money and Pensions Service which offers resources and tools to help residents with finances

Useful Apps

Olio- Opportunity to access surplus food collected and distributed by volunteers in the community- including fruit and veg

Too Good To Go- Opportunity to purchase surplus food and meals from retailers and restaurants at a vastly reduced price