

## **Bow Foodbank – Community Partner FAQ**

**Who are we?** We are an independent foodbank charity serving the Tower Hamlets community since 2014. Our foodbank is based in Bow and provides immediate, short-term food aid to those in need — no referral required.

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### **Who can access Bow Foodbank?**

- **Tower Hamlets residents** can access food support **up to 12 times** every 12 months.
  - **Residents from outside Tower Hamlets** can access food support **up to 3** times every 12 months, after which we will signpost them to services closer to their home.
  - Asylum seekers, those with no recourse to public funds, and residents living in a refuge can attend weekly without a limit.
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### **What do clients receive?** Each visit includes:

- Pre-bagged essential food items
  - Fresh fruit and vegetables
  - Additional food for families with children (including nappies)
  - Household items (subject to availability, e.g., toiletries, cleaning products)
  - We have a non-cook food bag option for those without access to a kitchen
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**When are we open?** We offer multiple sessions throughout the week for in-person visits and Click & Collect orders. [Add link or times if needed.]

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**Is a referral needed?** No. We are open to anyone in immediate need of food support — no referral forms, vouchers, or agency paperwork required.

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**What is Click & Collect?** Click & Collect is an alternative way for Tower Hamlets residents to access food from Bow Foodbank. Clients order their food bag online and collect it during dedicated pickup times.

- You must **live in Tower Hamlets** to use Click & Collect.
  - **First visit must be in person** to register.
  - Clients using Click & Collect can **choose more options** for their bag (e.g., selecting dietary preferences) compared to the standard emergency in-person bag.
  - To use Click & Collect, clients **must have internet access**.
  - **Orders must be submitted at least 2 days before the collection session.**
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#### **What else do we offer besides emergency food parcels?**

- If a guest needs additional support, we offer access to advice services covering topics such as benefits, energy, and housing.
  - We are also working in partnership with other organizations who work in food poverty or provide food aid to support organizations.
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#### **How can community partners help?**

- Refer clients who would benefit from immediate food aid.
  - Help clients understand visit limits based on their residency status.
  - Signpost Tower Hamlets residents to Bow Foodbank directly.
  - For non-Tower Hamlets residents, encourage clients to access their three annual visits and then connect with local services.
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#### **Where are we located?**

 **Bow Community Hall** 12 William Place, London E3 5ED  [bowfoodbank.org](https://bowfoodbank.org)