

Foodbanks: Guidance

There will be occasions when a claimant finds themselves in an emergency situation and indicates that they require assistance from a foodbank.

DWP operates a foodbank signposting service to support claimants in this situation. Foodbanks do not need to be part of the Trussell Trust network to be included in the signposting service.

The instructions for the signposting process are held on the Foodbank Signposting Service pages.

Details of local foodbanks and other food support and provision can be found on the District Provision Tool (DPT).

Before signposting a claimant to a foodbank, all available support (including any payments due or eligibility for an Advance payment) must be explored and exhausted.

In addition to the engagement with local foodbanks by the Partnership Manager, it is recommended that each jobcentre has either a single point of contact or a named officer. This ensures effective communication with the local foodbanks and the jobcentre.