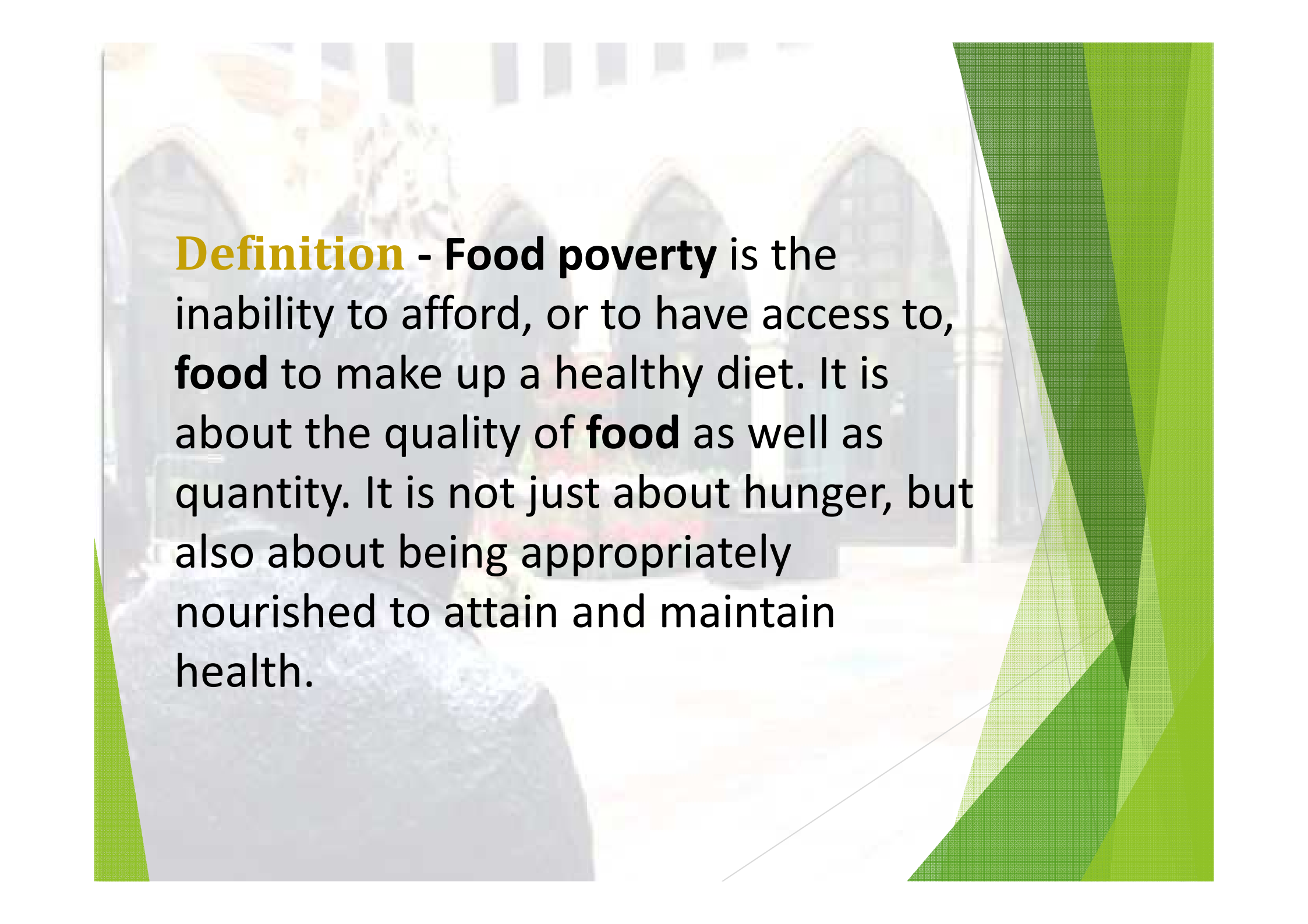


Experiences of hardship – Customer Services

Customer Services Manager

Geraldine Mahney





Definition - **Food poverty** is the inability to afford, or to have access to, **food** to make up a healthy diet. It is about the quality of **food** as well as quantity. It is not just about hunger, but also about being appropriately nourished to attain and maintain health.

What is happening on the ground?

not currently in display

SERVICES WE OFFER

- Benefits Appointments
- Council Tax Appointments
- Housing Appointments
- Homeless Advice
- Documentation Scanning

SINCE FEBRUARY 2019

2,969 Appointments

9,473 Reception Enquiries

1,475 Floorwalking Enquiries

392 Homeless Emergencies

(2800 average a month)



OSS Partners hub – working together to prevent vulnerabilities



Department
for Work &
Pensions

THE ROYAL BRITISH
LEGION



NORTHAMPTON
BOROUGH COUNCIL



citizens
advice

community law service
northampton & county

We're Mind, the mental health charity.

We won't give up until everyone experiencing a mental health problem gets both support and respect.



Northamptonshire
County Council

First for
wellbeing

Goodwill Solutions
Learning Academy CIC

VOLUNTARY
IMPACT NORTHAMPTONSHIRE



Provision to supply Food Bank Vouchers and support available from OSS



Customer Service staff provide items each month.

Often we can have up to 14 people present as homeless each day. These provisions are used 2/3 times a week.



FOOD BANK DISTRIBUTION POINTS

You will be able to collect your food parcel from any of the following Distribution points on the following days.

Please note, the distribution points are only open on certain days at certain times - if you miss the relevant time, you will need to try another distribution point.

MONDAY

12pm - 2pm

Seventh Day Adventist Church

74 Highlands Ave
Spinney Hill, NN3 6BQ

Closed on Bank Holidays

[VIEW MAP](#)

THURSDAY

10am - 12pm

Central Vineyard

42 Sheep Street
Northampton
NN1 2LZ

[VIEW MAP](#)

FRIDAY

9am - 12pm

St Alban the Martyr

Broadmead Avenue
Northampton NN3 2RA

[VIEW MAP](#)

WEDNESDAY

11am - 1pm

Here 4 You Shop

2 Park Square
Kings Heath
NN5 7LQ

[VIEW MAP](#)

FRIDAY

10am - 12pm

Duston URC

Main Road
Duston NN5 6JF

[VIEW MAP](#)

SATURDAY

10am - 12pm

Duston URC

Main Road
Duston NN5 6JF

[VIEW MAP](#)



Who are Happy to help?

They are a Community Interest Company working along side NPH and NBC.

Happy To Help is a social enterprise subsidiary of NPH.

Their aim is to improve the health, wellbeing, economy, environment and availability of opportunity for the benefit of NPH residents and their communities.

By:

- Providing food packages for vulnerable and struggling residents. These include basic personal items such as food, hygiene and cleaning products. Packages are available to NPH tenants and often HO/RIO or Housing will deliver these to Tenants of Northampton.



The Hope Centre – Oasis House



food at Hope

Provide access to healthy affordable food
8:30 am – 13:00 Monday – Saturday.

Case studies

1 - Single Universal Credit Claimant

Receives Standard Allowance £317.00 per month

- Whilst waiting for the UC claim she took an advance of £600.00 - two instalments of £300.00
- Large deduction rates (per month) over 12 months =
 - £55.00 - Advance
 - £47.00 - Overpayment of Tax Credit
 - 102.00 deductions
- Leaving £215.00 a month to live on.

Support given:

NBC's Money Debt Advice Team.

- Got a reduction HMRC the tax credit overpayment to £25.00 from £47.00.
- Given Food Vouchers.

2. Possession order due to arrears.

- Risk of losing home due to historic arrears
- Claiming Housing Benefit
- Arrears due to losing his job.
- Job Seekers Allowance reduced by £30.00 a month due to attachment of benefits – Council Tax arrears, Water Rates arrears.

Support given:

- Food package from OSS
- Advice appointment Citizens Advice
- Community Law Service – attending Court
- Discretionary Housing payment (DHP) applied for to try to help rewards arrears.

3. Housing Benefit / Universal Credit confusion

- 5 weeks passed with no payment
- Temporary accommodation – Housing Benefit
- Allocated a property – new claim UC
- Incorrect information supplied resulting in delay

Support given:

- OSS liaised with DWP to fast track UC claim
- Food Voucher given
- Claim now in payment

Questions?

