



## **Operation Shield**

This is the countywide project to support people in Hertfordshire that will be getting a letter from the NHS telling them to have no face-to-face contact for 12 weeks. Some of these people will not have support from family and friends and so we will be prioritised to receive food and essential medication.

## **Operation Sustain**

Support for anyone that has been affected by coronavirus, is self-isolating and/or vulnerable but who have not received a letter from the NHS and have no support from family/friends and find themselves in crisis, require support from volunteers to help with shopping/prescription and other needs including befriending.

## **Food Parcels**

If you are in receipt of a food parcel under Operation Shield or Sustain and no longer require these, wish to raise a query/concern:

### **Bid Food Government Food Parcels**

- If the food parcel came from the government – Individual's can go back to their Shield NHS letter and either log back on to the website noting you now have support to get essential supplies (this runs the risk of being taken off the list for supermarket priority slots)
- Individuals can inform the delivery driver they no longer need the parcels. Drivers expect this and have an outcome code they can report so that get the person taken off future deliveries

Bid Food

Harlow Business park

Harlow, CM19 5QB

Email: [harlowcustomerservice@bidfood.co.uk](mailto:harlowcustomerservice@bidfood.co.uk) / Phone number 01279 823 000

### **Herts Full Stop - HCC Food Parcels**

You will be contacted before your next food delivery is due by email or by telephone (if you do not have an email address) where you have registered. If you no longer require food parcels to be delivered you can cancel at this point.

If you need to speak to someone at Herts Full Stop contact details:

Email: [foodpackage@hertfordshire.gov.uk](mailto:foodpackage@hertfordshire.gov.uk) / Telephone No: 01992 555500

### **HertsHelp Information, Advice & Support**

If you need support and assistance, you can receive this from HertsHelp who are open Monday to Sunday, 8am-8pm.

Telephone No: 0300 123 4044 / Email: [info@hertshelp.net](mailto:info@hertshelp.net)

If you wish Information & Advice on any other matters, HertsHelp are here to listen and help you find independent support, guidance and information you need to get the most out of life.