Families 1st NE Multibank

Families 1st NE Multibank delivers low cost food parcels for up to 7 days to people across Newcastle. They offer food parcel support for up to 10 weeks or a maximum of 8 applications a year

Food parcels can include:

- Fresh fruit and vegetables
- Bread and pastries
- Meat and freezer items
- Toiletries
- Animal food (if required)
- Staples: milk, sugar, coffee/tea, biscuits, flour, tins
- Additional household basics, baby items, clothing (subject to availability).

Delivery and service costs:

- **NE13:** £5
- **Newcastle postcodes Outside NE13** £7
- **Ashington / South Shields / Gateshead:** £10

Two missed payments or two no replies will mean you are removed from food parcel delivery for 6 months.

You can apply for food parcel support using their referral form

- **allergies or dietary requirements:** please let them know if you have food allergies such as to dairy, nuts, gluten or if you are a vegetarian or vegan
- **preferences:** they will try to give you items that you prefer for example, Tampax or pads, tea or coffee, white or brown bread,
- **baby food and pet food:** please let them know if you need baby food or pet food. They get a small amount of animal foods they share out

Professionals can also refer people for food parcels. For example support workers, local housing provider, local authority's social care or cost of living teams, your GP (social prescribers) and local citizen's advice bureau.

Families 1st NE Multibank is a Wellbeing Hub. They're a warm welcoming place to spend time in Newcastle. They offer a range of support such as hot drinks, free Wi-Fi, place to charge your devices, information, advice and more. Read more about **Wellbeing Hubs**

Wellbeing Hub open Monday, Wednesday, Thursday, Friday and Saturday 11am-2pm

Families 1st NE Multibank is ran by **Families 1st 4 Additional Needs** and their volunteers.

Last updated: November 25, 2025

Telephone: 0191 694 1501

Website: https://www.families1st4additionalneeds.org/NNFB

Email: multibank@families1st.uk

Twitter: https://twitter.com/N_N_F_B

Facebook: https://www.facebook.com/Families1st4AdditionalNeeds

Opening Hours: Contact them Monday to Friday to arrange a food parcel for referrals and self referrals.
In emergencies contact them 7 days a week

Cost: There may be a cost to this service/support

Address:
Unit 1
Windsor House
Brunswick Industrial Estate
Newcastle Upon Tyne
NE13 7BA

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