



Referral Agency Guide for Community-Voluntary Sector and Statutory Organisations

Thank you for deciding to become a referral agency for the Hangleton and West Blatchington Foodbank. We are very pleased to be working with you and welcome you to the team. As a referral agency, you are key in identifying those who are in crisis and **supporting them to access emergency food parcels.** The Foodbank relies on referrers such as yourselves to be able to successfully support people both out of food poverty and into greater stability. This referral guide has been developed to help you understand the role of the HWB Foodbank, to clarify the referral process and what clients can expect when visiting the Foodbank.

We are open every **Wednesday** between **12-2pm**.

We operate out of **St George's Church Hall, Court Farm Road**, Hove, BN3 7QR.
For more information please phone: 07990 631892 or email: info@hangletonfoodbank.org

Provisions of emergency food

The Food Bank is intended to give food parcels to individuals and families who find themselves in crisis or emergency situations. This is designed to be on a short-term basis whilst the root problem of their situation is addressed and resolved, wherever possible.

- Our food parcels include... This non-perishable food is then coupled with a bag of fresh produce, bread and eggs if available.
- Food parcels are dependent on the size of the household being referred. For example, a family of two parents with two children would receive enough food for 4 people. This is intended to last at least a week, however clients can use visits as and when they need them. There is no requirement to come every week.

- Clients are consulted on their dietary requirements and the Foodbank will try to fulfill these where possible. Please note that food is entirely donated from local schools, churches, businesses, individuals and organisations so this may not always be possible but clients can choose what they do and do not want to take.
- There is no charge for the food, but it is given on the understanding that it is not resold or redistributed. A referral is valid only for those in the household listed. If two adults are residing in a property but not sharing living costs or their situations are vastly different, individual referrals may be required.
- A first referral for a client can come from a community partner and is valid for 4 visits. This remains valid for up to 6 months Please note that further referrals must come from a money advice agency whereby the client has had a support appointment to tackle root issues e.g. benefits issues, debt, money management.
- As well as providing emergency food, we aim to support clients holistically wherever possible to regain their food independence. We have specialist agencies such as Money Advice Plus, MIND, Brighton and Hove Energy Cooperative and Home Group providing regular drop-in services and encourage clients to access these. We also provide signposting to other agencies and offer schemes such as cookbooks to help clients cook healthily and make the most of the food they are given.

The referral process

As a community organisation or statutory agency you are well placed to identify people in genuine crisis using your professional judgement. The Food Bank relies strongly on this to assess a client's level of need when accessing the service.

- As a registered referral agency, you will be required to complete a referral form either with or on the behalf of a client. It is extremely beneficial if you include as much information as possible as to their current situation and financial need.

- This referral form can be emailed to info@hangletonfoodbank.org or given to the client directly to bring in. Either way, we ask that you notify the Food Bank when making a new referral so that we can acknowledge this and accept the client's visit.
- We may check in with you for further information regarding a client's situation, for example what you are supporting them with and whether they have accessed any specific money advice. We ask all clients to read and agree to our rules and regulations which include sharing information with necessary and relevant parties including referrers, and that their referral can be subject to an authenticity check at any time.
- There is no limit to the amount of referrals a client can receive, but the Foodbank is not designed for indefinite long-term assistance. It is intended as a temporary measure whilst clients receive the support they need in addressing issues that are putting them in food poverty. This is why we ask that repeat referrals come from a money advice agency, examples of which are listed on pg.x
- We do understand, however, that each client's situation is individual and that issues can take time to be resolved. Therefore, if a client's crisis is not resolved within 4-8 visits assistance can be decided on a case by case basis through a review with our Trustees. They will look through a client's file, including engagement with support services and budgeting plans, and agree a plan or timeframe for support.
- This enables us to be confident that the root cause of the problem is being addressed (which is in the best interests of the client) and/or that extended support is justified. On the basis of this knowledge, we can agree to continue providing emergency food to support the client during their crisis, at the discretion of the Foodbank Trustees.

We do encourage clients to be proactive in addressing issues and will support them to the best of our ability, in conjunction with referring and other agencies, to do this.

Guide to filling out the referral form:

- We require a client's household details (dietary requirements for health reasons, number to be able to give the right amount of food, address to check within our catchment area. Need to be their closest food bank, generally in the BN3 area).
- As much info as possible- questions could include:
 - Benefits delay or changes - which benefits, for what reasons?
 - Low income- what is making it so that there is not enough money to buy food? Debts, arrears?
 - Debt- how much, short or long-term, to whom?
 - Unemployment or redundancy?
 - Delayed payments or wages- when, for how long?
 - Refused other support e.g. crisis loan, benefits advance payment loan?
 - Other costs e.g. winter fuel, funeral, household items.
 - Domestic violence- are you in touch with support agencies, are you safe?
- Cooking facilities? Almost all the food we give needs to be heated up or prepared so this is essential.
- As such, we cannot offer a great deal of support to those who are street homeless without access to cooking facilities.
- We will require full contact details of the person referring in order to be able to contact them for further information if necessary.
- If you ever have time to pop in to one of our Foodbank sessions to see first hand how we look after and support clients, please do feel free to drop by – we would love to see you!

What accessing the Foodbank looks like for clients

1. Welcomed by coordinator, asked your name and added to list that enables us to see the clients in the order they arrived.
2. Invited to have some lunch and a drink and take a table or wait in the cafe. When a volunteer is free they will come over and sit with you.

3. The coordinator will make up a file for you based on information we need, such as a log to record conversations between yourself and the Foodbank, your referral, food packing lists, and any budgeting information or supporting evidence e.g. benefits information or correspondence. You will be asked to read and agree to our rules and regulations and to sign the data protection policy.
4. Our volunteer will talk to you about your situation and record this conversation in writing, asking questions as directed by the coordinator.
5. You then choose which food stuffs you wish to take from a pre-prepared list. This includes toiletries and household items every 4 visits and a couple of miscellaneous items from our 'pantry/store cupboard'.
6. We will try and accommodate dietary requirements wherever possible but please remember that we rely entirely on donations and cannot guarantee what we have week to week.
7. There is lots of signposting information and leaflets for you to look through as well as in-house visits from money advice plus, energy services, tenancy support groups and a mental health service. Please do access these services if they can be of benefit to you.
8. Your food will be packed by volunteers and brought to you when it's ready, and joined with a bag of fresh produce including bread and eggs where available. Please note we are unable to give out any fresh meat or dairy products.
9. From week to week we will ask further questions to help support you with issues you may be facing and to get you the specialised help you need. We may ask you to fill out a budget form or bring in evidence of your circumstances e.g. from the DWP.
10. If, after 4 visits, you feel you are still in need of assistance then we ask that you make an appointment with a money advice service to discuss root causes of issues such as debt, benefits issues or managing money. They can then give you another referral if they feel this is appropriate.

STEPS and FLOW CHART

Things to think about and to discuss with individuals when considering a referral.

Our aim is to provide **emergency** food to individuals and families who find themselves in crisis or financial difficulty, but there are options to help in such circumstances as well as the Foodbank.

Although we understand that not every service may have the capacity to or feel comfortable in asking clients about their personal or financial situation, we will be doing so at the Foodbank and if the process can be done beforehand it enables clients to receive support much more quickly.

1. Local Discretionary Social Fund (LDSF)

People on means-tested benefits or tax credits, or on a low income and who are facing an emergency, or who need help living independently, can apply for supermarket food vouchers and vouchers to purchase white goods as well as other help (e.g. with fuel bills). Apply online:

<http://www.brighton-hove.gov.uk/content/council-tax-and-benefits/housing-benefit-council-tax-reduction-and-discretionary-help-44>

Or call 01273 293117 or email DHAT@brighton-hove.gov.uk.

2. Discretionary Housing Payments

If you claim Housing Benefit, Universal Credit or Council Tax Reduction, you can apply for discretionary payments to help pay your rent, Council Tax or home removal costs. These payments are for the most vulnerable people, such as low income families or those with health problems.

Apply online:

<https://new.brighton-hove.gov.uk/benefits/help-and-support/get-help-moving-costs-rent-or-council-tax-you-owe>

Or download a form, or call 01273 293117 or email DHAT@brighton-hove.gov.uk

- If your client does not have access to a computer, there are free self-help computers available to use at the Customer Service Centres in Bartholomew Square or Hove Town Hall and in all of our libraries.

3. Have they received any debt or money management advice? The Moneyworks partnership run a free city-wide advice line, providing free, independent advice to residents of Brighton and Hove on a whole range of money issues including dealing with debt, maximising income, benefits issues, paying for fuel etc.



MoneyWorks Advice Line (for debt, money management and welfare benefit advice) Tel: 0800 988 7037 (Mon, Tues & Thurs 10am-4pm, Wed 5-8pm and Fri 10am-2pm). Email: info@moneyadviceplus.org.uk.

4. Citizens Advice Bureau provide free, confidential and impartial advice. People come with all sorts of issues such as money, benefit, housing or employment problems. You may be facing a crisis, or just considering your options. They are based in Hove Town Hall, telephone 0300 330 9033 or 01273 123456 from some mobiles.

5. Money Works @ HaKIT Drop-In at St Richard's - Fridays 10-1pm

Help with anything where using a computer saves you money; increases your income or helps you manage your money e.g. applying for benefits online.

6. In extreme need – too long to wait for the food bank?

We are only open once a week, so if someone is in dire they can go to BUCFP - Brighton Unemployed Centre Families Project (Tilbury Place - **Mon to Friday, 10am to 4pm**) who have small amounts of tinned/dried food to give out in an emergency and can provide a lunch free. Not just for families, anyone in need.

Always ring BUCFP to let them know and keep this service for extreme emergency only. T: 01273 601211.

7. There are also weekly emergency meals providers across the city (soup runs etc.) which generally serve people who are homeless and those in crisis. Please see the list below in Appendix 1.

Other Support services

8. It is hard to eat well on a budget without a cooker, fridge or cooking equipment. The Local Discretionary Social Fund can help provide cookers or fridges. Brighton City Mission Foodbank can provide basic cooking equipment for those moving on from homelessness by referral.
9. The Brighton SVP Furniture Scheme of the St Vincent de Paul Society can provide furniture and basic white goods for individuals and families living in Brighton & Hove who rely solely on benefits. Social workers or health visitors can make

referrals. They should call 01273 501 114 with background information. The SVP will send an assessor, work out their needs and issue a voucher.

10. Benevolent funds for former occupations (e.g. military, teachers, transport, care workers) may help. Try searching on the Turn2Us website, also for covering unexpected expenses such as funerals. Locally, over-55s in need can try the Eileen and Derek Dodgson Foundation.
11. If tenants in private rented accommodation have broken or dangerous cooking, washing, heating or toilet facilities, Environmental Health can make the landlord fix these (if they are provided by landlord not the tenant). Call 01273 293156. This included enforcing basic needs such as sinks and electricity in Houses of Multiple Occupancy (HMOs)
12. Saving on gas and electricity bills can make a big difference. Contact Brighton and Hove Energy Service Co-op (BHESCO) for advice about how to manage your energy bills. Tel 01273 766 671 Freephone: 0800 999 6671.

For children:

13. Healthy Start Vouchers are worth £3.10 a week per child to spend on milk or fresh fruit and vegetables. For people receiving benefits and are either pregnant or have children under the age of four; or who are pregnant and under 18. You can apply online or through your GP.
14. Free School Meals for children in year 3 or above whose parents receive Universal Credit up to £7,400 a year or other certain benefits are entitled to free school meals. Apply online: <https://www.gov.uk/apply-free-school-meals> or call 01273 293497.
15. During the school holidays, CHOMP run a lunch club for children and families with a free healthy meal and activities. Locations vary, call 07955 597880 or call 01273 694746 to find out more and register.

Appendix 1.

Free/ Cheap Food Available in Brighton & Hove area and other Advice Agencies:

Organisation	Details
<p>Salvation Army</p> <p>159 Sackville Road, Hove, BN3 3HD</p>	<p>Drop in service Friday 10.30 – 2pm</p> <p>Short term food parcels, sleeping bags and clothing</p> <p>Benefit and budgeting advice</p>
<p>Brighton Unemployed Centre</p> <p>Families Project</p> <p>6 Tilbury Place</p> <p>Brighton, BN2 2GY</p> <p>Tel: 671213</p>	<p>Vegan lunch £1.50/ free in crisis</p> <p>Monday - Friday 1-2pm</p> <p>Tea, coffee etc available all day</p> <p>Wholefood Co-op everyday 10:30-12 noon</p> <p>Centre is open Monday-Friday 10-4pm</p>
<p>Churches Soup Run</p> <p>Kings Road, Lower Walk</p> <p>(on the Hove side of the West pier)</p>	<p>Mon-Fri: 7pm-7:30pm</p> <p>Saturday: 12 noon-12:30pm</p> <p>Sunday: 7pm-7:30pm</p> <p>Free bread & soup</p>

<p>Soup Run</p> <p>Marine Parade (opposite the New Steine)</p>	<p>7 days a week 8pm-8:30pm</p> <p>Free soup, bread & tea. Free sandwiches & cake in winter</p>
<p>Friends First Drop-in The Clarendon Centre</p> <p>47 New England Street, Brighton</p>	<p>Mondays only 7.30pm</p> <p>Hot meal & Warm clothing available</p>
<p>Salvation Army</p> <p>Congress Hall, 1-6 Park Crescent Terrace, Brighton Tel: 01273 607095</p>	<p>Wednesdays only</p> <p>9am – 12: breakfast, 12 – 1pm: lunch</p> <p>Homeless. Hot drinks throughout the morning. Showers available</p>
<p>St Anne's Day Centre</p> <p>St Mary's Church Hall, 61 St James's Street, Kemptown, Brighton BN2 1PR</p>	<p>Light Breakfast 10am – 11 am</p> <p>Lunch time 12pm – 1pm (£0.50 donation but not compulsory)</p>

<p>St Michael and All Angels church (Powis Rd/Victoria Rd) in the church hall (inside the church).</p>	<p>Community cafe on Tuesdays and Thursdays 9am - 1pm</p> <p>Tea/coffee, home-baked cakes, quiche etc at low prices</p>
<p>St Michael's, Church Hall Clifton Hill</p>	<p>Breakfast £1.50</p> <p>9am – 11am Saturday only</p>
<p>The Cowley Club 12 London Road, Brighton</p>	<p>Soup of the day with bread £1.80</p> <p>Daily specials are up to £3.00</p> <p>Vegan meals for those involved in grassroots social change and those sympathetic to such activities.</p>
<p>JustLife One Church Brighton, Gloucester Place (Old Steine) Tel:0300 1231550</p>	<p>Free lunch for people in temporary or emergency accommodation</p> <p>Mondays 12.30 until 2 best to arrive by 1pm for food</p> <p>Other advice and activities provided during the week</p>

<p>Young Peoples Centre</p> <p>69 Ship Street</p> <p>Brighton & Hove City Council BN1 1AE</p> <p>Tel: 01273 887886</p> <p>Email: ypc@impact-initiatives.org.uk</p>	<p>Drop-in sessions for support & advice for 13-25 Years old only.</p> <p>Monday: 1-7pm Free Drink / 4-5pm Hot Meal 30p</p> <p>Wednesday: 3-6pm Free Drink / 4-5pm Hot meal 30p</p> <p>Thursday: 4-7pm Free Drinks / 5-6pm Hot Meal 30p</p>
<p>The Clock Tower Sanctuary</p> <p>Wenlock House, 41-43 North Street, Brighton BN1 1RH. - Access is via Lewis's Buildings in Ship Street.</p> <p>Telephone: 01273 722353</p> <p>Email: info@theclocktowersanctuary.org.uk</p>	<p>For Young Homeless People (under 25)</p> <p>Tuesday to Friday 11am - 5pm</p> <p>Monday and Saturday 11am - 3pm</p>
<p>The Brighthelm Centre</p> <p>North Road</p> <p>Brighton</p>	<p>Drop-in on the first Sunday of every month</p> <p>3 course meal for approx. £1</p> <p>Sandwiches to take away approx. £0.50</p> <p>Space to chill out, charge your phone, have a chat</p>

<p>Crossover</p> <p>Circus Street</p> <p>Breakfast is served from a mobile catering van in this area.</p> <p>Email: 'info@crossoverbrighton.org'</p>	<p>Breakfast on Saturdays and Sundays between 7.30 and 8.30am. for rough sleepers and people in emergency / temporary accommodation.</p>
<p>Safehaven</p> <p>St Peters Church</p> <p>York Place</p> <p>Brighton</p> <p>BN1 4GU</p> <p>Tel: 01273 698182</p>	<p>Every Saturday we have Safehaven: a meal and short service for members of the street community, and our aim is to provide dignity, safety, and community for our guests, with a delicious home cooked meal, and a chance to engage with God in a relaxed setting.</p> <p>Safehaven Men</p> <p>Every Friday of term we open our doors to the men of the Brighton street community. It is a safe place to hang out, chat and enjoy food together. We offer a range of activities from guitar lessons to table tennis to arts & crafts. Our aim is to provide safety, community and a place to belong. Safehaven Men runs during term time from 1.30-3.30 and we run an Alpha course specifically written for the street community where our guests can explore their faith, deepen their relationship with God and be prayed for.</p>

To get involved or to find out more,
please contact:

tom@stpetersbrighton.org

Safehaven Women

Every Thursday, during term time,
1.30pm-3.15pm, we open our doors to
vulnerable women. Safehaven Women
offers a cosy, comfortable space to relax
in, with homemade meals, tea and
coffee, hairdressing, manicures and
pedicures, facials, craft sessions and a
clothing bank.

This safe place is a chance for women to
come together and hang out, to chat and
to be listened to over a cup of tea and a
piece of cake.

To get involved or for more information
email: anna@stpetersbrighton.org

Information shared by Brighton & Hove City Council, January 2017

HWBFB Referral Agencies:

MoneyWorks at St Richards Community Centre Local Primary and Secondary Schools	Citizen's Advice Bureau Christian's Against Poverty YMCA
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Hangleton Children's Centre Family Information Service Social Services Hangleton Community Centre St Vincent de Paul	Off the Fence Age UK The Fed Local Churches Local Discretionary Social Fund-BHCC Housing Department- BHCC
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Examples of Desperate times...when people need help from Food Banks:

- 'We had to borrow a tin of soup from next door to stop our 18-month-old daughter from going to bed hungry.' Ann-Marie, Salisbury
- 'If there was no foodbank I'd have to steal something to feed my family.' Jamie, Andover
- Skipping school to avoid embarrassment of no lunch money. Primary school-boy, Gloucester.
- 'I was malnourished and went without food or heating during coldest week of the year', 21 year old College Student Gemma.
- 'Funeral expenses meant we couldn't afford food' 13-year-old Sophie, Chesham
- 'Without the foodbank I'd be back on the streets', Mark, Plymouth.
- 'We were going to eat beans on toast for Christmas dinner'. Mandi, mother of two, Salisbury.
- 'Feeding our children during the school holidays tipped us over the edge', Ed and Lizzie, North Cotswold .
- 'I hadn't eaten for days to feed my children', William and Annie.
- 'Changes to my ESA left me with no money for food', 60 year old Edna.

<http://www.trusselltrust.org/resources/documents/RealStories.pdf>

