

Guidance notes for Referrers

The following guidelines are issued to organisations who refer clients to the Food Bank

Introduction

These guidelines describe the arrangements by which food parcels are issued by Wansbeck Valley Food Bank. Our aim is to help anyone in the Wansbeck Valley area who has an emergency need for food but our resources will always be limited. Therefore we will only accept clients who:-

- Have been vetted as in genuine need.
- Present a correctly completed referral form and evidence of identification during a distribution session at the relevant Food Bank distribution centre.

Guidance notes for Associated Referring Professionals

In order to recommend please undertake the following action

1. Satisfy yourself that the client is in genuine need.
2. Identify which distribution point will be most appropriate for the client. Note that at present the distribution centre opening hours are:

Centre	Location	Mon	Tues	Wed	Thurs	Fri
Morpeth	Northgate Hospital Morpeth NE61 3BP	1300-1500	1300-1500	1300-1500	1300-1500	1300-1500
Ashington	Holy Sepulchre Church Hall, Station Road	1300-1500	1300-1500	1300-1500	1300-1500	1300-1500
Newbiggin	The Church Hall, Simonside Terrace			1300-1500	1300-1500	

3. Where possible, check the number of parcels that the client has previously received from the Food Bank.
4. Complete the attached form. Hand the form to the client advising that this must be presented at the Food Bank distribution point with some suitable ID during the next distribution session. Alternatively phone us on 07841 908477 to arrange transmission of the form by email.
If the information is being transmitted by email, please refer the client to our Privacy Policy – – copies available in Distribution Centres and on the website www.wansbeckvalleyfoodbank.org .
5. Keep a copy of the form and/or records of forms completed, showing: -
 - a. Name and contact details of client
 - b. Reason for issuing form
 - c. Number of adults and children (with ages) that the requested food parcel is intended to serve.
 - d. Date form issued
6. If the client is under 18 years of age, the referrer must accompany the client to the distribution centre (or collect the parcel on their behalf).

If you have any queries regarding referrals, please contact our Project Manager (tel: 07841 908477)

