

# Referral Agency Guidance Notes

31 July 2018

After a process of review and consultation with our network of referral agencies and distribution centres, we would like to clarify a few important points. Please take time to read through these notes and distribute them to members of your team who might have cause to refer clients to the Foodbank.

## Referral Criteria

Please refer to the 'Referral Criteria For Foodbank Agencies' (attached) for clarification about who is eligible for referral and what extent of support is available. This explains the 'three voucher' policy and how further support may be available at the discretion of the Foodbank staff team.

## E-vouchers

It is now possible to make your referral online and issue an e-voucher to your client. This means you don't have to keep asking us for more red vouchers and also means you can check how many vouchers your client has received. If you would like to know more about the system and how you can become an e-referral agency, please contact our office.

Although it is possible to issue a paperless voucher (just a reference number that your client can use), some of our foodbank centres are not able to verify those numbers. Therefore, we would be grateful if you could print off the e-vouchers if at all possible. Where this isn't possible, please provide the following information by text or email to your client for verification purposes:

- E-voucher code
- Client first & last names
- Client address
- Postcode
- Y.O.B.
- Number of persons in the household
- Agency name
- Agency contact tel.
- Person issuing
- Date issued

## Foodbank Locations

The locations and opening times of our distribution centres have changed lately. If you are issuing a e-voucher, the correct details will be printed or displayed for your clients to find their most convenient collection point. Alternatively, please check our website for the most up-to-date information: <https://bournemouth.foodbank.org.uk/locations/>.

## Contact Us

If you have any further questions regarding the Foodbank, please don't hesitate to get in touch.

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