



# Brighton Food Bank Referral Form Guidance

*Brighton Food Bank has a new referral form. Please use this as a replacement for any previous documents.*

**Brighton Food Bank is open Monday through Wednesday, 10:00 – 16:00.**

## Completing the Referral Form

Please complete all sections of the form. This will help us build a clear picture of the situation of the client and the crisis they are facing. It will enable us to assess how we can assist during the crisis and help with the situation now and point the client to other services that can continue to help into the future. The form should be self-explanatory, however, here are a few explanations as to why we are asking for specific information within the form:

### Client Information

**Age/Gender of Children:** Assess specific needs for each child, give appropriate items to children when we have them available.

**Allergies/Dietary Requirements:** Avoid giving food that cannot or will not be consumed by the client to eliminate causing an allergic reaction and food wastage.

**Anxiety Sufferer/Accessibility Needs:** Assess whether the client is able to attend an appointment unassisted.

**Benefits:** Assess the current financial situation of the client.

### Referrer Information

**Contacted a money advice service/organisation supporting the client:** Assess what else we and other agencies are able to offer the client based on the services that they are already accessing.

**Please give as much detail as possible regarding the crisis that the client is facing and how long, in weeks/months, you estimate that support will be required.**

If you have any questions regarding the form, please email [foodbank@bhcm.org.uk](mailto:foodbank@bhcm.org.uk) or phone 01273 609484: Option 1.

### Receiving the Completed Form

On receipt of a new referral, if we are able to assist, one of our team will contact the client. If we are unable to assist we will let you know. A time will be arranged for them to come to Brighton Food Bank. If, on the first occasion of calling the client, we have not been able to get through or they have not responded to our messages, we will advise you. If you would prefer our team to make the first appointment via you, please highlight this on the referral form.

**Please note, we are currently running a collection/delivery service that is dependent on the situation of the client. Clients are not entering our building; however, we are here to chat with them over the phone or on the door step when they come to collect, in a socially distant way. We only have a limited number of delivery slots. A valid reason will be required as to why the client cannot come to us to collect their food, therefore please specify why the client requires a delivery.**

The client will be eligible for six appointments. Future visits will be agreed with the client at the time of their appointment. The client can be re-referred three months after the last appointment date. Re-referrals will be considered in light of the current position and progress made by the client. There is a limit to the number of clients that we can help at any one time and this will also be considered when processing re-referrals. New clients will be prioritised. We are happy to discuss specific situations with you.