

# Welcome!

## Voucher Issuing Training for Referral Agencies



Cardiff

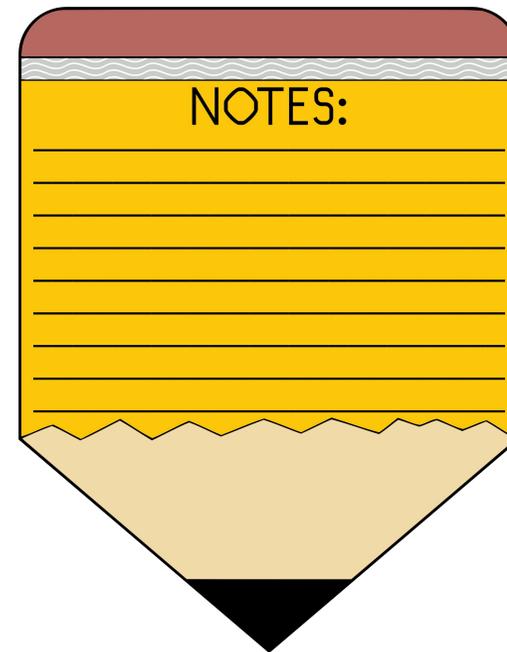
**Foodbank**

Together with Trussell

This presentation is for staff who are already familiar with the Foodbank's operations and criteria for issuing vouchers. It only covers the process of issuing e-referrals.

Staff who are new to issuing vouchers should go through the full "Introduction to E-referrals" presentation.

# A few key reminders



## Why collect so much data?

A key part of Trussell's Together for Change strategy is to work alongside food banks to provide stronger evidence of the drivers of extreme poverty and push for solutions that will help tackle these. The information you collect allows food banks and Trussell to compile more accurate and compelling data to help us see behind the numbers of food bank parcels and work together to change policy, at a local and national level, to eradicate destitution across the UK.

# The DCS (Data Collection System)

The database helps keep a track of how many vouchers people have had, changes of address or changing circumstances as well as information on the reason for the referral.

If we suspect that someone is misusing the voucher system we will inform you, and we request that you inform us if you become aware of or suspect any misuse.



## Importance of Ensuring Accurate Information

Properly completed vouchers help to guard against fraud and confusion. They also ensure that the volunteers in the Distribution Centres don't need to ask the clients difficult questions about voucher details. It is important to make the experience of collecting the food as smooth and stress-free as possible.



# Referral Agency Manager Responsibilities

Each organisation will have a registered 'manager' who takes responsibility for keeping Cardiff Foodbank updated with key information:

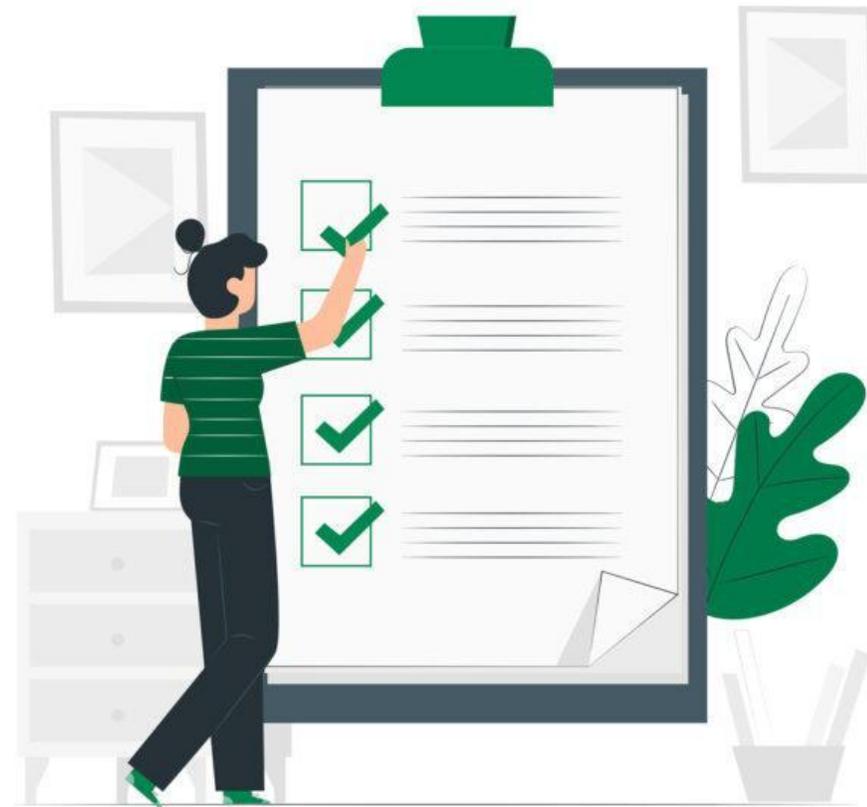
- Change of main contact/manager
- Change of organisation name/address
- Closure of the organisation or mergers

The manager is also responsible for inviting new users to the database and deleting the accounts of staff who have left.



## Issuing an E-Referral Voucher

A Step-by-Step guide  
for all voucher issuers



# Logging into the DCS

Access the Data Collection System (DCS) through URL:  
<https://data.foodbank.org.uk/>

network  
foodbank

Login to your account

**Username**

Username or Email

**Password**

Password

Sign in

Forgot your password?  
no worries, click [here](#) to reset your password.

2016 © Trussell Trust Food Bank Data System (Version 5.0.0p)

network  
foodbank

Dashboard Clients Vouchers Reports Partner food bank Settings Help resources

Dashboard

Updates

**!** **READ THE DELIVERY AND COLLECTION NOTES CAREFULLY**  
01/11/2022 at 00:00 by Claire Jones  
Please make sure you read the collection and delivery notes carefully when issuing. Not all food banks in our network can deliver and so pl you!

**i** **Welcome!**  
17/06/2021 at 13:30 by Claire Jones  
Welcome to The Trussell Trust Data Collection System (DCS). Simply click the green "Issue e-voucher" button to get started. If you need any helpdesk@foodbank.org.uk

# Step 1 – search for the client



## Step 1 of 6: search for client

### Search for clients across Trussell Trust Network

Enter at least a surname and full postcode or select as having no fixed address.

First name

Surname

Address  Postcode

No fixed address

[Clear](#)

[Search](#)

# Step 1 – New clients

## Step 1 of 6: search for client

### Search for clients across Trussell Trust Network

Enter at least a surname and full postcode or select as having no fixed address.

First name

Surname

Address  Postcode

No fixed address

[Clear](#)

[Search](#)

Ask the client if they have ever had a food bank voucher before - if yes then they will have an account already. If it comes up with no results, try searching with a different spelling or previous postcode (or NFA). This should help you find them and their previous information.

### No results found for "Joe Bloggs - ML6 6DE"

Has the client changed name or address? Consider searching again using client's previous postcode or by other name the client might be known by.

If you cannot find the correct client please [Create new client record](#)

# Step 1 - Existing clients

## Step 1 of 6: search for client

### Search for clients across Trussell Trust Network

Enter at least a surname and full postcode or select as having no fixed address.

First name

Surname

Address  Postcode

No fixed address

[Clear](#)

[Search](#)

### Results found for "Oclient Eight - ML6 6DE"

If you cannot identify the correct client please [create new client record](#)

Name	Postcode	Last voucher issued	Last voucher fulfilled	Vouchers issued in last 6 months	
Oclient Eight	ML6 6DE	30/01/23	31/01/23	4	<a href="#">Issue voucher</a> <a href="#">Expand to issue</a>



# Step 2 – create/edit client record

Step 2 of 6: client details

**Client details**

**Client's first name**  
Joe

**Client's surname**  
Bloggs

Mark client record as sensitive  
When marked as sensitive, the client record will appear only in your own food bank's client list and will not be visible to other food banks

**Client's address**  
 Address available  
 No fixed address

**Address line 1**

**Address line 2**

**Town**

**County**

**Postcode**  
ML6 6DE

**Year of birth**  
Select year... ▼

- First name
- Surname
- Address/postcode or No Fixed Address (NFA)
- Year of birth

**If the client has changed address - you can edit the basic details. Just click on the edit button.**

# Step 2 – continued

## Number of people the voucher is for (by age group)

Enter the number of people the voucher is for, including any temporary guests.

### Adults

17-24 yrs

persons

25-34 yrs

persons

35-44 yrs

persons

45-54 yrs

persons

55-64 yrs

persons

65-74 yrs

persons

75+ yrs

persons

Not specified

persons

### Children

0-4 yrs

persons

5-11 yrs

persons

12-16 yrs

persons

Not specified

persons

Household structure questions  
This is the usual number of people within that household - temporary members can be added later.

Enter number of people in age band.  
Do not enter their age directly.

Is the person referred a partner or spouse of anyone in the household?

Yes  No  Prefer not to say  Unable to ask

Is the person referred a parent or carer for any of the children in the household?

Yes  No  Prefer not to say  Unable to ask

Save

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# Fair Processing Notice

## Fair processing notice – please read to the person being referred

### Fair processing notice

We use your personal information to help understand your needs and provide you with emergency food. The food bank and the Trussell Trust have a legitimate interest to use information about you to show how food banks are being used and why they are needed.

Access to your information is restricted and can only be seen by the agencies who refer you, and authorised people in the Trussell Trust food bank network who need to do so for food bank reasons.

To find out more about your rights or about how we keep your information safe, please ask the food bank to give you a copy of their privacy statement.

[View the full Privacy Statement](#) ✓

- The person being referred has been offered this fair processing notice and/or full privacy statement
- Person referred not present

Continue to the next step

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# Step 3 – Referral information

## Step 3 of 6: referral information

### Referral agency information

Contact details are needed in case a food bank has a question about the voucher.

#### Agency name

Airdrie Citizens Advice Bureau ▼

#### Agency contact telephone

This will be displayed on the printed e-voucher.

01234 567890

#### Agency contact email address

This will not be displayed on the printed e-voucher.

pilot@XcabairdrieX.org.uk

#### Person who issued voucher

Pilot Foodbankuser

**All about you**

**Please ensure this is entered.  
Your email won't be displayed on the  
printed voucher but is very helpful for  
us if we need to get in touch with you.**

# Step 3 – continued

## Ethnic group of person being referred

The ethnicity entered here is not visible to the food bank or the Trussell Trust after the voucher has been issued, and individuals are not identified in any reports. Collecting this data enables the food bank to look

at trends and create reports on the ethnicity of people referred to them compared to the local area.

### White

- English, Welsh, Scottish or Northern Irish
- Irish
- Gypsy or Irish Traveller
- Roma
- Other

### Mixed or multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed/multiple ethnic background

### Black or Black British

- African
- Caribbean
- Any other Black background

### Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

### Other ethnic group

- Arab
- Any other ethnic group

### No answer

- Prefer not to say
- Not asked

**Individual client ethnicity data is not stored on the client record. This is because it is only used for statistical reporting processes and is not available to view on an individual basis.**

# Step 3 – continued

If the client has previously given their ethnicity...

## Ethnic group of person being referred

- e

ⓘ This person has previously provided their ethnic group, so it doesn't need to be entered again.

For data privacy reasons, this information is not stored in their record. Therefore we cannot display the ethnic group previously selected.

It is only associated with the referral for statistical reporting purposes. However, if the person being referred isn't comfortable with that, you can [permanently remove any association with their ethnic group information from the system](#)

In the unlikely scenario that you need to change the ethnic group, you can [re-enter their ethnic group again](#).

# Step 3 – continued

## Number of people the voucher is for (by age group)

Enter the number of people the voucher is for, including any temporary guests.

### Adults

17-24 yrs

persons

25-34 yrs

persons

35-44 yrs

persons

45-54 y

|

### Children

0-4 yrs

persons

5-11 yrs

persons

12-16 yrs

persons

Not sp

|

Is the client a partner or spouse of anyone in the household?

Yes  No  Prefer not to say  Unable to ask

Is the client a parent or carer for any of the children in the household?

Yes  No  Prefer not to say  Unable to ask

**“How many people is this food voucher for?”**

**This may include people who are only temporarily staying in the household.**

# Step 3 – continued

## Client's contact details (optional)

Did the client give consent to collect their phone number and email address?

The food bank may need to contact the client to discuss their needs or arrange a delivery time.

Yes  No

Client's phone number

Client's email address

# Step 3 – continued

## Notes regarding parcel requirements

Additional parcel notes (will appear on the e-voucher that the client can see)

### Client's consent to sharing their dietary requirements

- I agree to the food bank holding information about my dietary requirements, including information linked to my health or beliefs for the purpose of providing a nutritionally appropriate food parcel.

If a person does not provide consent to sharing their dietary requirements, the food bank will only be able to provide a standard food parcel that may not meet their dietary requirements.

### Dietary requirements (will appear on the printed e-voucher)

Please include any relevant dietary information.

Max 400 characters

### Additional parcel notes (will appear on the printed e-voucher)

Please use this box to record other relevant information the food bank needs to prepare an appropriate parcel, such as access to cooking facilities or enquiries about additional items.

Max 200 characters

**Ask about specific dietary requirements - Food intolerances, Vegan, Halal, Medical (diabetes)etc.**



**Ask about other relevant information - what facilities do they have to cook/prepare food, do they need any non-food or other additional items to support them.**



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# Step 4 – Reason for Referral

## Step 4 of 6: reason for referral

### Client's current situation

This helps us to understand more about why people need to come to the food bank.

We can use this to work with other agencies to prevent people needing a food bank, and campaign to the Government for more help for people in difficult situations.

### Source of income in the household

- Earning, no benefits  
Includes pension income.
- Earning and benefits  
Includes child benefit.
- Benefits, not earning
- Income but no or insufficient access to it  
For example, no access to a bank account.
- No income
- Declined to answer
- Unable to ask

**“What is the source of income for the household from the following options”**

# Step 4 – Continued

## Reasons for referral

You can select up to four reasons for referral.

### Financial

#### Financial - earnings related

Select at least one option.

- Change in work hours
- Unemployment following permanent work
- Unemployment following temporary work
- Delay in or awaiting other income

#### Financial - benefits related

Select at least one option.

- Benefit delay
- Benefit deduction due to overpayment or benefit advance
- Benefit reduction due to change in eligibility
- Benefit reduction due to sanction
- Awaiting first benefit payment for less than a month
- Awaiting first benefit payment for more than a month

#### Financial - debts, costs and expenses

Select at least one option.

- Priority debt  
Priority debts will cause you serious problems if you don't do something about them soon, for example, rent or mortgage, gas or electricity bills, court fines.
- Non-priority debt  
Non-priority debts include credit cards, unsecured loans, loans from friends and family.
- Cost of dependents has increased  
For example, if costs increased due to summer holidays.
- Rising costs of essentials
- Other unexpected expense

**“What has happened which means you need a food parcel today?”**

# Step 4 – continued

Select up to four options that best represent the person's circumstances

## Personal circumstances

- Insecurely housed
- No access to financial support due to immigration status
- Loss of support from friends or family
- Change in relationship status
- Domestic abuse
- Change in dependents

## Health

- New physical or mental health condition
- Ongoing impact of physical or mental health condition
- Change in existing physical or mental health condition

or

## No answer

- None applicable
- Declined to answer
- Unable to ask

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# Step 4 – More than 3 in 6 months

## Reason for needing more than 3 vouchers in the last 6 months

This client has been issued 3 vouchers in the last 6 months. In order to help the food bank understand the situation, please provide additional information.

- Long term unemployment
- Drug or alcohol dependency
- Long term health condition
- Homelessness
- No access to financial support due to immigration status
- Domestic abuse
- Awaiting first benefit payment
- Benefit delay or sanction
- Debt
- Other - low income
- Other

If you select this option, you must add details in the 'Notes' field.

**“What would you say is the reason for needing long-term or continued support of the food bank?”**

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# Step 5 –foodbank centres

## Step 5 of 6: nearest food bank centres

### Delivery and collection information

#### Is the client able to collect the parcel from the food bank?

Only a limited number of food banks can deliver. Only select “no” if the client is unable to collect the parcel and there is no one who can collect the parcel on their behalf.

- Yes, the food parcel can be collected
- No, the food parcel will need to be delivered

#### Did the client give consent to collect their phone number and email address?

The food bank may need to contact the client to discuss their needs or arrange a delivery time.

- Yes
- No

#### Client's phone number

#### Client's email address

**“Are you able to collect the parcel from the food bank?”**

**“How are you going to get home with the food parcel?”**  
There might be a number of bags depending on size of the household.

# Step 5 –foodbank centres

“Which foodbank centre is best for you to visit?”  
Not just distance, but opening hours etc.

Showing food bank centres near ML6 6DE

Search by alternative postcode to find more convenient food bank centres

Postcode

ML6 6DE

Search

Please select the most suitable food bank centre for the client from the table below.

Food bank centre	Address	Opening hours	Collection notes	Delivery notes
<p><b>Closest</b> <b>Airdrie Baptist Church</b> 0.02 miles away from postcode</p> <p>telephone info@airdrie.foodbank.org.uk</p> <p>This centre is part of <b>Airdrie</b> food bank</p>	<p>address1 address2 Airdrie North Lanarkshire ML6 6DE <a href="#">View in Google Maps</a></p>	<p>Fri: 11:00-13:00</p>	<p>✓ <b>Collection</b> Airdrie Baptist Church collection notes here</p>	<p>✓ <b>Delivery</b> Delivery notes areas Delivery notes special instructions notes box</p>
<p><b>Airdrie Foodbank</b> 0.11 miles away from postcode</p> <p>telephone info@airdrie.foodbank.org.uk</p> <p>This centre is part of <b>Airdrie</b> food bank</p>	<p>address1 address2 Airdrie North Lanarkshire ML6 9JA <a href="#">View in Google Maps</a></p>		<p>✓ <b>Collection</b> Collections notes for Airdrie food bank</p>	<p>✓ <b>Delivery</b> Delivery postcodes Delivery notes here</p>

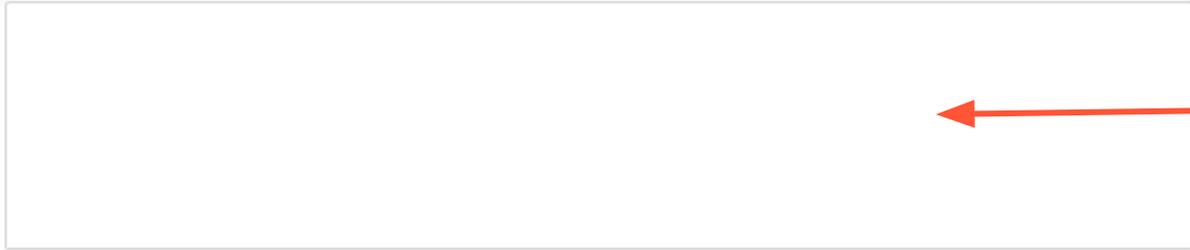


# Step 5 – continued

## Collection and delivery notes for the food bank

For example, specify if someone else will be collecting on the client's behalf or if there is a particular time that client is not able to answer the phone regarding the delivery.

Please **do not record sensitive personal data within this box**, for example, information about a person's physical or mental health, ethnicity, religion or other types of special category data.



**Add the name or details of a third party collecting the food parcel - Could be a friend, relative, support worker etc. This information can help protect the client from potential fraud or abuse and ensure that they receive the parcel.**

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Confirm selection and issue e-voucher



# Step 6 – Confirmation

## Step 6 of 6: confirmation & print

✓ Client was successfully created.

✓ You have successfully created a single use voucher for **Joe Bloggs** with a unique voucher code of **E 24614-000002**.  
The food bank has received the voucher details.

If you prefer, you can also give a physical voucher to the client.

[View and print voucher](#)

### Do you need to contact the food bank centre?

The food bank will receive the voucher details. You do not need to notify the food bank manually. However, if you would like to follow up the referral, you can do so via email [info@airdrie.foodbank.org.uk](mailto:info@airdrie.foodbank.org.uk) or call them on [telephone](#).

**E-24614-000002** - This is the code to give the client - It is a one time only code. Each additional parcel requires a new voucher and code.

# Printed e-voucher



Issue date: 31/01/23

Please take this voucher to the selected food bank centre, ideally within 3 working days.

Voucher code: E 24614-000002

Partner food bank:	Airdrie Foodbank, foodbank_office_telephone		
Agency name:	Airdrie Citizens Advice Bureau,	Issued by:	Printed Foodbank user
		Telephone:	01234 567890

Client name:	Joe Bloggs	Client's address:	1 Test Road, ML6 6DE
Client's phone number:	11111 111111	Client's email:	client@client.com

Source of income in the household:	Earning, no benefits
Reasons for referral:	Change in work hours Priority debt Non-priority debt New physical or mental health condition

Number of people the voucher is for (by age group)			
0-4yrs	25-34yrs	35-44yrs	
1	1	1	

Dietary requirements:	Dairy free
Additional parcel notes:	

① This voucher can be taken to any food bank centre, not just the one suggested in this voucher. To find other food banks in your area go to [www.trusselltrust.org/get-help/find-a-foodbank](http://www.trusselltrust.org/get-help/find-a-foodbank)

**Suggested food bank centre**  
Airdrie Foodbank

**Address**  
address1, address2, Airdrie, North Lanarkshire, ML6 9JA  
telephone

**Collection notes**  
Collections notes for Airdrie food bank

This voucher has no monetary value, cannot be used by another person, and should be used within 3 days of issue if possible.

We use your personal information to help understand your needs and provide you with emergency food. The food bank and the Trussell Trust are data controllers and have a legitimate interest to use information about you for statistical and research purposes, to show how food banks are being used and why they are needed.

Access to your information is restricted and can only be seen by the agencies who refer you, and authorised people in the Trussell Trust Foodbank Network who need to do so for food bank reasons. To find out more about your rights or about how we keep your information safe, visit <https://trusselltrust.org/privacy> or please ask the food bank (Reg. Charity [SC 015831]) to give you a copy of their privacy statement.

The voucher is valid for up to 7 days and even then can still be redeemed on approval with a valid reason for delay - if no valid reason, the voucher may be cancelled and another one will need to be issued.

This is just the 'suggested' foodbank centre - they can take this voucher to any centre as long as they accept e-referrals.

# ADDITIONAL INFORMATION

Please make a note of these addresses.

The referral agency pages are not available via the menu on the Foodbank website. They contain information and resources for Referral Agencies.

[www.cardiff.foodbank.org.uk/referral-agency](http://www.cardiff.foodbank.org.uk/referral-agency)

To issue a voucher: access the Data Collection System (DCS) through URL: <https://data.foodbank.org.uk/>



# FOLLOW/ CONTACT US

Cardiff Foodbank,  
Unit G, Cardiff Business Centre,  
Titan Road,  
Cardiff CF24 5BS

[info@cardiff.foodbank.org.uk](mailto:info@cardiff.foodbank.org.uk)

[vouchers@cardiff.foodbank.org.uk](mailto:vouchers@cardiff.foodbank.org.uk)

(monitored Mondays and Thursdays only – use  
for voucher related enquiries)



[cardiff.foodbank.org.uk](http://cardiff.foodbank.org.uk)  
[trussell.org.uk](http://trussell.org.uk)



Cardiff Foodbank



@cardifffoodbank

To find contact details for other food banks in the Trussell network:

<https://www.trussell.org.uk/emergency-food/i-have-a-food-voucher...>