



Cardiff

Foodbank

Together with Trussell

Welcome!
Information For
Organisations Looking
To Become A Referral
Agency



Foodbar

Together with Trussell

This presentation will:

- Introduce you to the Foodbank, its staff, visitors and supporters
- Describe the role and responsibilities of referral agencies and individual voucher issuers
- Help you decide if becoming a referral agency is for you
- Provide you on information on how to apply



About our Foodbank

Cardiff Foodbank was founded in 2009. We are a registered charity and part of the Trussell Network of Foodbanks.

We are one of approximately 39 Foodbanks in Wales and 427 Foodbanks across the UK.

Other local foodbanks cover the Vale of Glamorgan, Newport, Caerphilly and the Valleys.

Foodbanks provide three days' nutritionally-balanced emergency food to people who are experiencing a crisis causing food poverty, as well as support to help people resolve the challenges they're facing.



About our Foodbank

Our visitors are people who through a wide range of circumstances including illness, benefit delays, an unexpected bill, or just insufficient income, find themselves with no money for food.



About our Foodbank

We operate via a central warehouse and offices in Cardiff Bay, plus eight Distribution Centres across Cardiff:

CATHAYS

CENTRAL

ELY

GRANGETOWN

LLANEDEYRN

SPLOTT

ST. MELLONS

TONGWYNLAIS



About our Foodbank

We have 12 paid staff and 8 trustees who manage the strategic, operational and administrative aspects of the food bank.

They are supported by over 200 volunteers who:

- pick up and deliver food
- sort and date donated food and collate orders
- run the distribution centres
- provide administrative support
- raise funds and organise food collections
- staff supermarket food collections



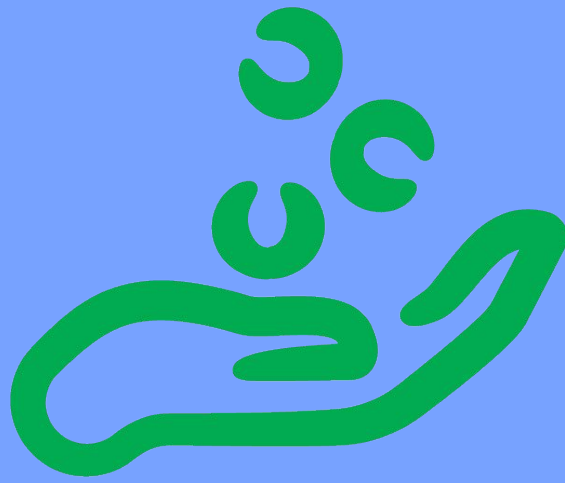
About our Foodbank

We also have many Partners who support us with:

- Fundraising Events
- Employee Volunteers
- Food Collections
- Business Advice
- Finance



**OUR
PARTNERS**



About our Foodbank

Cardiff Foodbank is a registered Charity

- Our operating costs (e.g. warehouse rent, utilities, vans and staff salaries) are covered by donations and grants
- We welcome donations and ideas for fundraising

How we operate

Non-perishable food is donated

We depend entirely on food donated from churches, businesses, schools, individuals, or through supermarket collections. Our website advises on current needs. Currently we can only accept long-life, not fresh, food.



How we operate

Volunteers sort and store the food

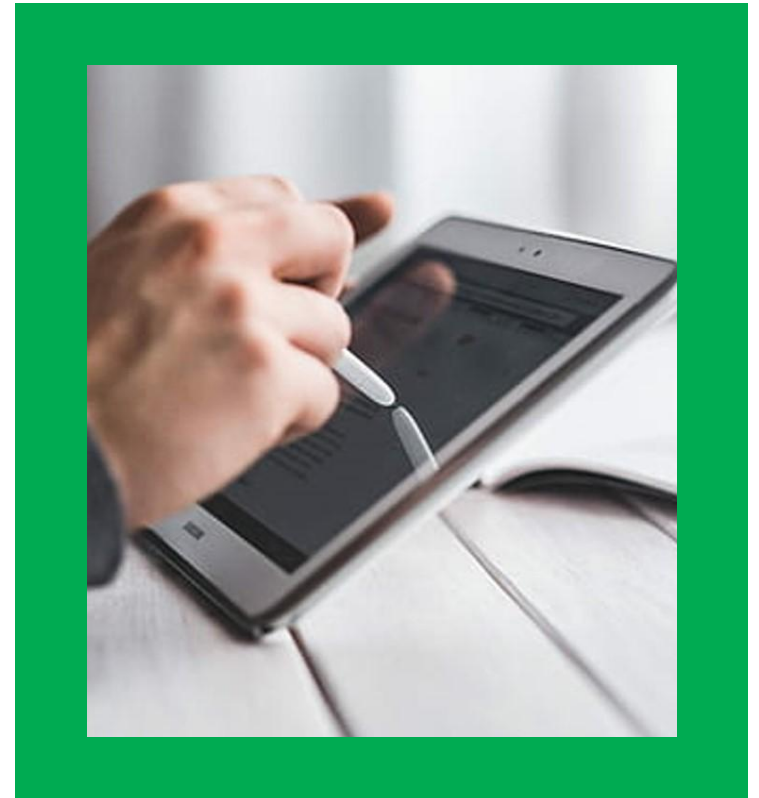
All food arriving at our central warehouse is weighed in and sorted by date, ready for sending out to our distribution centres



How we operate

Frontline professionals give foodbank vouchers to people in crisis

We partner with nearly 200 care professionals, support agencies, schools and faith groups – people like health visitors, social workers, or Citizens Advice staff - who identify people in need and issue Foodbank vouchers.



Visitors exchange their voucher for food at the Foodbank distribution centre

Visitors take vouchers to a Foodbank centre where they are redeemed for 3 days' emergency food for themselves and others in their household*.

The food allocated is nutritionally balanced, with dietary requirements and cooking facilities taken into account.

*Household is defined flexibly and includes anyone for whom the visitor is providing food in their place of residence. For example, one person may be supporting their children and their parents, or a sibling. For HMOs all residents/families need to claim separately.

Foodbank staff take time to listen and signpost visitors to further support

Visitors are also given the opportunity to:

- have some refreshments and a chat
- be offered a listening ear
- be signposted to a range of other support services
- receive advice from the Council's Money Advice Team
- access other relevant, helpful information and support
- receive other items e.g. pet food, sanitary, household and baby products (not formula milk)

**NOT
JUST
FOOD**





The Role of Voucher Issuers

Voucher Issuers

ASSESSING WHO QUALIFIES FOR FOODBANK VOUCHERS

Our requirement for a referral agency is that the organisation (and person assessing the individual/family) has the ability to recognise that person's needs and the root cause of their crisis, and to have the support available to meet those needs and/or to signpost to an appropriate additional source of help.

Voucher Issuers

ASSESSING WHO QUALIFIES FOR FOODBANK VOUCHERS

- The person is in a state of actual food poverty, with little or no food and insufficient funds to purchase enough food.
- Their situation is the result of an identifiable, current crisis.
- If the person's circumstances (finances, number of dependents etc.) are not already known to the voucher issuer, they should make an assessment based on confirmatory evidence.

Voucher Issuers

ASSESSING WHO QUALIFIES FOR FOODBANK VOUCHERS

If more than 3 vouchers are needed, further assessment needs to be made to see what further support or help the person needs. This would be done in communication with Cardiff Foodbank. We are happy to support some people over a longer period if there is nothing more they can do to improve their situation in the short term.

Part of the assessment process would also be looking at how to help the individual plan how they get to the Distribution Centre to collect their food parcel. Also, to plan how they will get the food home. Volunteers will not give lifts to visitors and we do not offer a delivery service at this time, but Bus Tickets may be available for the return journey from the Centre.

Voucher Issuers

REASONS FOR REQUIRING A FOOD VOUCHER - EXAMPLES

- Individual has no recourse to public funds (e.g. refugee/asylum seeker)
- Benefit delay/changes
- Debt
- Significant disruption to earnings e.g. ill health
- Unreliable income, loss of income or long-term insufficient income
- Exceptional and unexpected bill

**This is a list of examples, and is not meant to be exhaustive
We ask voucher issuers to put compassion before caution if they're undecided.**

Voucher Issuers

COMPLETE VOUCHERS CAREFULLY

Properly completed vouchers help to guard against fraud and duplication (e.g. Claire Jones and Clare Jones could be the same person but the different spelling will create a new record). They also ensure that the volunteers in the Distribution Centres have all the information they need to assist our visitors. It is important to make the experience of collecting the food as smooth and stress-free as possible.

Data Usage: the information is collated on Trussell's UK database and can be used for lobbying to improve the situation of those in food poverty.

Voucher Issuers

The database helps us keep a track of how many vouchers people have had.

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.



Voucher Issuers

Each organisation will be given a Guidebook containing the key information and access to training. (Copies can be downloaded from the website)

The Named Manager for your organisation will be responsible for ensuring all new users are trained and they will need to keep the database up to date with any changes to the organisation, including members of staff who have left.



What happens next?

Once you have watched this presentation and have decided that you would like to progress further, you will need to follow the link on the final page to access an online application form. Once we have received this, we will contact you to arrange an informal meeting with you, either at your organisation's base or in our main office.

If you have any questions at any time, please email us, or phone if you need an immediate response.

Follow/Contact Us

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Tel: 02920 484120

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vouchers@cardiff.foodbank.org.uk

(monitored Monday and Thursday)

Only use for voucher related enquiries)



<https://cardiff.foodbank.org.uk/>

<https://www.trussell.org/>



@Cardiff.Foodbank



@cardifffoodbank

Thank you for watching
this presentation.
We look forward to
working with you.

To apply to join us, please follow this link

Or paste this link into your browser

<https://forms.gle/CgX69PVxLPkuDWzh8>

If you are unable to open the form, please
email vouchers@cardiff.foodbank.org.uk

