



In partnership with



**Trussell**  
Ending hunger together

07851982512



WEBSITE

**ABERGELE  
COMMUNITY  
SHOP**

**WE ARE OPEN**

<b>MONDAYS</b>	<b>4PM - 6PM</b>
<b>TUESDAYS</b>	<b>11AM - 2PM</b>
<b>THURSDAYS</b>	<b>12PM - 5PM</b>
<b>FRIDAYS</b>	<b>10AM - 12PM</b>

**PAY IN  
ADVANCE**

**£3.50\* PER VISIT**  
\* £5 ANNUAL REGISTRATION

**COME AND  
VOLUNTEER**



# 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)

foodbank Dashboard Clients Vouchers Reports Partner food bank Settings Help resources

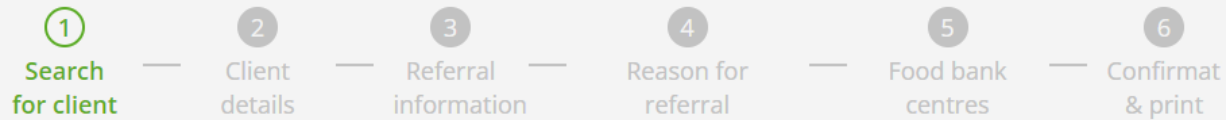
## Dashboard

### 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](#)

### 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

Client's surname

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

Year of birth

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

• e

# 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

Save

[Back to previous page](#)

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

# 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

# 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

- White

### Mixed or multiple ethnic groups

- Mixed or multiple ethnic groups

### Asian

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

### Black

- African
- Caribbean
- Any other Black background

### Other ethnic group

- Irish Traveller
- Arab
- Any other ethnic group

### No answer

- Prefer not to say
- Not asked

# Asking about Ethnic Group



“Based on the following categories, how would you describe your ethnic group?”

Then read out the headings... White / Mixed or multiple ethnic groups / Asian / Black / Other ethnic group / Prefer not to say.

Then read the options under the category they choose.

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 the 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



Please try to provide a phone number where possible


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.




E.g. Nut allergy, Dairy Free, Vegan, Vegetarian,  
Doesn't like carrots, only instant mash

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.




E.g; 1 Dog (small), Nappies size 5, all cooking facilities,  
street homeless, kettle only, needs toiletries

Max 200 characters

Always click the little box

Enter none known if nothing to report

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Continue 

Use this space to tell us about none food items,  
family pets and how they can cook their food

# 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



Avoid these answers as much as possible\*

\* It is important to advise the person receiving the food parcel that they will be asked to engage with Sam at the Food Bank for 10 minutes to see what support can be put in place to help them out of crisis. Please provide contact details so we can reach out to them.



# Step 4 – Continued

Question 1 (of 3):

Explain why they need a food parcel..

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

## 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

Please tick the relevant boxes (1 minimum and 4 maximum) to explain why a food parcel is needed **BUT** also explain further in the notes box at the bottom of the page. E.g. if you have clicked priority debts – explain what debt support is in place or if we can refer them to our own money advice team ACMA

The notes box is at the bottom of step 4 of the online referral.  
(see next page)



# 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

*Example answer:  
Made redundant, no income, now job seeking. No money for food and struggling financially.  
We are supporting with benefits advice.  
Referral needed for debt support and fuel voucher.*

**or** Avoid these answers as much as possible\*

No answer

- None applicable
- Declined to answer
- Unable to ask

## Notes

Please enter any additional information that may be relevant to the food bank when providing support. These notes will only be visible to you and the food bank you are issuing this voucher to. By providing this information, the person being referred gives their consent for the food bank to use this information, including any information about a person's health [or ethnicity]. This is used to provide appropriate onward guidance and support.

Use this box to answer three questions –  
**PLEASE DO NOT LEAVE THIS BOX BLANK**

Max 400 characters

Please tick the relevant boxes (1 minimum and 4 maximum) to explain why a food parcel is needed **BUT** also explain further in the notes box at the bottom of the page. E.g. if you have clicked Domestic Abuse– explain what domestic abuse support is in place or if we can refer them to other agencies like DASU or Stori Wales

The notes box is at the bottom of step 4 of the online referral. (see next page)

# 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.

Please note that if you make a referral for someone for two consecutive weeks or more, the shopping list is reduced further. Items that are expected to last more than a week will not be included on any return visits the following week

**There is no limit to the number of referrals you can make - so long as the person is in genuine need and IS receiving AND engaging in support to get them out of crisis.**

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Continue 

# 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

We operate in a supermarket style setting between 10am and 2pm Monday to Friday.  
We encourage people to do their own shopping. No home delivery is available.

#### 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

11111 111111

People who come to collect their food will be given a tour of our ‘supermarket layout’. They will be assisted with their shopping, with someone explaining how much food they can take and how to swap items they do not like.

#### Client's email address

client@client.com

Pre-made parcels are also available as a click and collect option.

# Step 5 –foodbank centres

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></p> <p><b>Abergele &amp; Pensarn Railway Station</b></p> <p>6.11 miles away from postcode</p> <p>07851982512</p> <p>info@abergeledistrict.foodbank.org.uk</p> <p>This centre is part of <b>Abergele District food bank</b></p>	<p>Station Building</p> <p>Abergele Pensarn Station</p> <p>Pensarn</p> <p>Conwy</p> <p>LL22 7PQ</p> <p><a href="#">View in Google Maps</a></p>	<p>Mon: 10:00-14:00</p> <p>Tue: 10:00-14:00</p> <p>Wed: 10:00-14:00</p> <p>Thu: 10:00-14:00</p> <p>Fri: 10:00-14:00</p>	<p>✓ <b>Collection</b></p> <p>We have a 'supermarket' lay out- please encourage everyone to do their own shopping where possible - assisted shoppers and pre-made parcels are available (update Section 5 of the referral)</p>	<p>✗ <b>No delivery</b></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.

E.g.



Advised to come shopping Tues 10am  
Premade parcel required please will collect Weds at 1.30pm  
Assisted shopping please, Friday 11am  
I, Joe Blogs, will collect on their behalf Thursday 12.30pm.  
Unsure, please can you contact them to arrange collection

Please always advise people that we have a supermarket layout, and they are encouraged to come along to 'shop' and choose their own food.



Please advise us with each referral how the client intends to collect their food.

[Back to previous step](#)

Confirm selection and issue e-voucher



If you are unsure, leave a comment asking us to reach out to arrange this direct with them

Please try to ask people to bring their own bags and explain that larger food parcels can become quite heavy to carry.

# 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](#)

Please share this referral voucher code and ask them to present this at the food bank when they arrive.

### 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](#).

# HOW TO CONTACT US

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

**07851982512** – Calls texts or WhatsApp

[www.abergeledistrict.foodbank.org.uk](http://www.abergeledistrict.foodbank.org.uk)

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

<https://www.trusselltrust.org/get-help/find-a-foodbank/>