



Referral Agency

The **HIVE** Pledge

a welcoming space for the community

Partnering with Abergele Community Action Ltd to provide meaningful, sustainable support.

As a referral agency working alongside Abergele Community Action Ltd, we ask that you commit to the following key principles when supporting individuals with access to food support:

1. Support First, Referral Second

Before referring someone for a food parcel, please ensure that all available support options have either been explored, are in place, or that the appropriate processes have been started. This helps ensure that food support is part of a wider, longer-term plan to improve wellbeing and stability. At the very least we need to know why they need a food parcel and what support is already in place.

2. Consider the Community Shop First

Before referring someone for a food parcel, ask whether they may be able to afford our Community Shop instead. The shop provides low-cost food in a dignified, choice-based setting and can often be a more sustainable option for those who can manage a small contribution.

3. Active Engagement at Drop-ins

If your organisation takes part in our community drop-in sessions, we ask that you:

- Promote the sessions regularly through your social media and networks
- Engage with attendees throughout the session to build connection and trust

Your presence plays a key role in creating a welcoming, supportive space for all.

Organisation _____