

Information for organisations considering becoming a Referral Agency



Foodbank
Together with Trussell

This presentation will:

Introduce you to Cardiff Foodbank.

Describe the role and responsibilities of referral agencies and individual voucher issuers.

Help you decide if becoming a referral agency is right for your organisation.

Provide you with information on how to apply.



About Cardiff Foodbank

Our vision is that no one in Cardiff goes hungry

Cardiff Foodbank is an independent charity and is part of the Trussell community of food banks. Trussell provides advice, support and guidance to us on operations and strategic work like campaigning.



About Cardiff Foodbank

We rent a large warehouse in Splott, which stores roughly three months' worth of food and other essential items.

Our food parcels contain three days' worth of nutritionally-balanced, non-perishable emergency food. This provides the equivalent of nine meals plus snacks.

We operate through 8 food bank centres across Cardiff:

Cathays
Central
Ely
Grangetown

Llanedeyrn
Splott
St Mellons
Tongwynlais



About Cardiff Foodbank

Our small staff team and more than 220 volunteers work together to deliver our crucial services, providing around 20,000 emergency food parcels a year to people in crisis and influencing for change.

Most of our food and essential items are donated by the general public / people in Cardiff.



About Cardiff Foodbank

It costs around £700,000 a year to run Cardiff Foodbank, and like other charities we have been impacted by rising operating costs such as rent, fuel and utilities.

More than half of our financial donations come from individuals within our community who share our vision that no one in Cardiff goes hungry, and we also regularly apply for grants that can help sustain and develop our services.



About Cardiff Foodbank

More than 170 organisations (including local authority, housing associations, schools and charities) have trained staff who can issue vouchers as part of a guided, supported conversation.

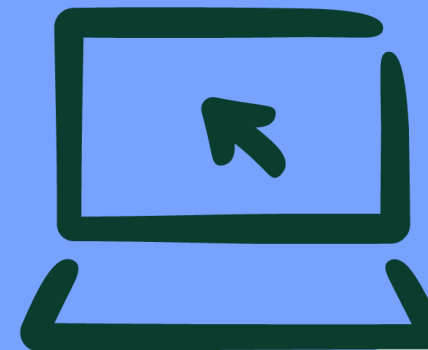
People who have been issued a Cardiff Foodbank voucher are able to collect an emergency food parcel which provides three days' worth of food for everyone in their household.

We aim to offer clear signposting and access to financial advice throughout our food bank service, that in turn can help people out of crisis or stop them falling into crisis in the first place.



The Role of Voucher Issuers

ASSESSING WHO QUALIFIES FOR FOOD BANK VOUCHERS



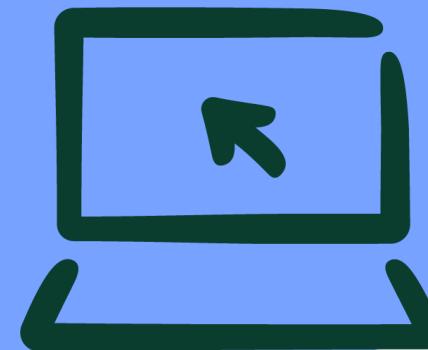
The journey for someone who needs to access the food bank starts with our referral agencies. This initial interaction is crucial to ensuring there is a positive and supportive experience for those who are referred to us.

The requirement for a referral agency is that the organisation and team member responsible for assessing can recognise the person's needs and the root cause of their crisis.

The referral agency should have the support available to meet those needs and/or to signpost to an appropriate additional source of help.

The Role of Voucher Issuers

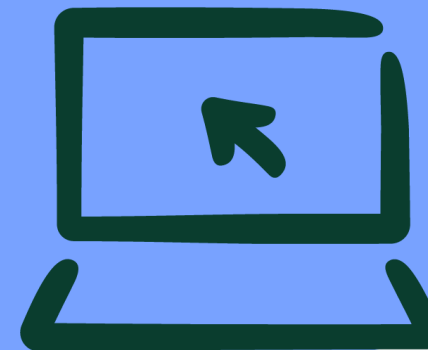
ASSESSING WHO QUALIFIES FOR FOOD BANK VOUCHERS



- 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/family etc.) are not already known to the voucher issuer, they should make an assessment based on confirmatory evidence (e.g. bank statements, child benefit paperwork)

The Role of Voucher Issuers

ASSESSING WHO QUALIFIES FOR FOOD BANK VOUCHERS



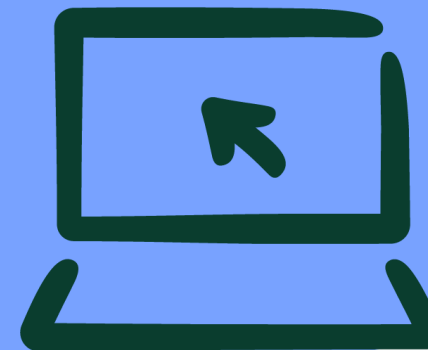
If more than three vouchers are needed in any six-month period, further assessment needs to be made to see what additional support or help the person needs. This needs to be done in communication with Cardiff Foodbank.

Reasons for needing a food bank voucher can include:

- 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 or change of circumstances

The Role of Voucher Issuers

ASSESSING WHO QUALIFIES FOR FOOD BANK VOUCHERS



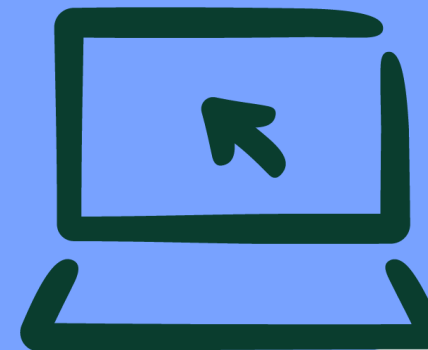
Vouchers are issued using an online Data Collection System (DCS) provided by Trussell.

Vouchers should be completed carefully and accurately to ensure:

- each client has only one record (guarding against data errors and inappropriate usage)
- our volunteers in the food bank centre have the information they need to assist people in need, making the experience of collecting the food as smooth and stress-free as possible.

The Role of Voucher Issuers

ASSESSING WHO QUALIFIES FOR FOOD BANK VOUCHERS



Full training will be given to referral agencies who are successful in their application.

Training will include the following:

- What to expect at our food bank centres.

- How to fully assess someone before issuing a voucher.

- How to issue a voucher using the Trussell DCS.

What Happens Next?

1.

Once you have watched this presentation and you have decided that you would like to progress further, follow the link on the final page to access an online application form.

2.

Successful applicants will be invited to join a group presentation at the food bank's offices, where full training will be given.

Thank you for watching this presentation

To apply to join us, please follow the link
below or paste it into your browser

<https://forms.gle/XAisG4CBG2rAYJUg6>

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

We look forward to working with you

