**TO BE COMPLETED BY THE REFERRAL AGENCY, NOT THE CLIENT. PLEASE COMPLETE ALL SECTIONS OF THIS FORM:**

|  |  |
| --- | --- |
| Client Information | |
| Client name: | No of adults: No of children: |
| Client address: |  |
| Referring Org: | Staff name: |
| Staff contact number and email address: |  |
| Referral Information | |
| Has the client been previously referred? Y / N | |
| Has the client applied for other financial assistance, e.g. Resident Support Scheme? Y / N | |
| Nature of Crisis: please provide details, inc. benefit issues e.g. ESA / UC stopped: | |
| Details of the support your service is providing/support from other agencies: | |
| Risk Information: Details of risk to client / other | |
|  | |
| TERMS & CONDITIONS: Submitting this referral constitutes agreement with all the below T&Cs | |
| Client has been informed that their information may be shared with partner agencies  Client has been informed that voucher code cannot be sold or given to a third party under any circumstances  Client has been informed that food obtained from the Crisis Centre may not be given or sold to t third party under any circumstances  Client has been informed that they must bring ID and their voucher code to the Crisis Centre along with any relevant paperwork (i.e. letters relating to benefits/income)  Client has been advised to bring a trolley or suitcase to carry heavy items  Client understands and is in agreement with the above | |

Email this completed form to [**distributor@firstlovefoundation.org.uk**](mailto:distributor@firstlovefoundation.org.uk). Once the referral is assessed you

will receive an email with a voucher code and instructions to pass on to your client.

If you have any questions please contact us on **020 3069 9877**

**About First Love Foundation**

We define crisis as not having the resources to provide the most basic of human needs such as food for oneself or family - and with no immediate means of funding those needs. First Love Foundation responds to crisis in Tower Hamlets through its Enabling Lives Programme, which provides and access to high quality welfare & housing benefit advice and emergency food donation sat the point of need.

We reach the most vulnerable in the community through partnering with over 300 locally based front-line organisations that are best placed to identify those individuals most in need of the help we provide. People referred to us often have problems with benefits (delayed or stopped), experiencing homelessness, family breakdown or issues relating to debt. Our Project Worker and Benefits Advisor (provided by the Child Poverty Action Group) is available in our twice weekly sessions (Stepney and Poplar) to give advice & support.

**Referral Criteria**

* Client is experiencing crisis i.e. an income shock (no money and no food)
* Client is referred by an agency that knows them well
* Client must be resident in Tower Hamlets or in temporary accommodation provided by Tower Hamlets Council

Please note our support is short-term only. With so many agencies in our referral network, we are able to make onward referrals where needed e.g. for debt advice, counselling and parenting support to name but a few.

**How to Refer**

To receive emergency advice and food support…

* Please complete the attached Advanced Referral Form, detailing the person’s contact info, the nature of the crisis and how they have been supported so far (to avoid duplication)
* Email completed form to **distributor@firstlovefoundation.org.uk**
* If the referral meets our criteria, you’ll receive an email reply (usually within 48 hours) with a voucher code to pass onto the client. This includes the location (Stepney and Poplar) and opening times of our sessions and also an outline of the support we provide.
* The client MUST bring the voucher code and proof of ID to receive support. If their crisis is benefit related please advise them to bring all related paperwork.

**What the client can expect**

* A warm and friendly welcome, and free light refreshments
* They will be asked about their food (special diet, allergies etc.) and toiletry needs
* They will be Triaged by our Project Worker to determine what further help & support is possible
* They will meet with the welfare rights advisor, if necessary
* Food support is ready to collect after Triage

Where a client does not have a crisis food need and wants advice only, then please refer them to an advice agency in the local area such as Island Advice or the Citizens Advice Bureau.

If in doubt about whether to refer someone, or for any general queries please contact the Project Coordinator on **020 3069 9877** or email [**distributor@firstlovefoundation.org.uk**](mailto:distributor@firstlovefoundation.org.uk)