Dear Referrers,

First Love Foundation would like to introduce you to our new advance referral form.  This follows the introduction of the resident support grant.  We have also updated our Confirmation email which you receive when we issue you a voucher code.  This email is to make you aware of what the session outline will look like for your service users and what will also be available for them on the day they will visit.

**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 need.  First Love Foundation responds to crisis in Tower Hamlets through its Enabling Lives Programme, which provides access to high quality welfare & housing benefit advice and emergency food donation at 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.  A 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.

·         All clients must be referred by an agency that knows them well

·         The client must be resident in Tower Hamlets or in temporary accommodation to LBTH

·         Experiencing crisis (no money and no food)

OR

·         Be of No Recourse to public funds

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 – weekly emergency food, advice and support service.**

**1**.            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)

**2**.            Email completed form to [distributor@firstlovefoundation.org.uk](mailto:distributor@firstlovefoundation.org.uk)

**3**.            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), opening times of our sessions and also the outline of support which is provided.

**4**.            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.

Where a client does not have a crisis food need but is in need of advice 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 have any general queries please contact me on 020 3069 9877 Tuesday between 10am – 2:00pm and Friday between 9:15am - 10am. Cut of time for referrals is 4pm on Thursday’s for Friday session and 2pm on Tuesday’s for the Tuesday session.

Thank you again for using our service

With regards

**Emily Bennett**| First Love Foundation Distributor team

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