



Dorchester Foodbank
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DORCHESTER FOODBANK - GUIDANCE FOR REFERRING AGENCIES

1. If you haven't already done so, **register online** at www.dorchester.foodbankreferral.org.uk
You will receive an email containing a link that you must click in order to activate your account.
A second email confirming your request will be sent usually on the same day but otherwise within 24 hours (subject to change) **PLEASE NOTE** that this is a manual process to allow checks to be made that ensure only professional agencies register as referrers
2. Once registration has been confirmed, click on "Submit New Referral". This will take you to....
3. 1st Tab – "Agent Details" which will have automatically populated with your details.
4. Click 2nd Tab – "Claimant, Spouse & Children". If the claimant has been referred previously, using the drop down menu when completing the claimant's name will ensure consistent information.
Clicking on the "Referrals to Date" button will indicate the number of referrals made in the claimant's name.
5. Click 3rd Tab – "Reason for Referral and Data Protection". Please provide as much relevant information as possible.
6. Click "Submit". This will generate a confirmation screen and voucher number. Please provide the claimant with the voucher number (you could send them a screen print of the virtual voucher if you wish, but it is not necessary) which they should present at Foodbank.
You will receive an auto generated email confirming that the referral has been submitted
7. **Please note that the referral is valid for 7 days only.** We have had numerous instances where an "urgent" referral has been made but the claimant never appears at Foodbank. We are very aware that circumstances can change quite quickly and we do not want to encourage hoarding of referral vouchers. Time limiting the referral will ensure that the claimant collects the food parcel when it is most needed or gets back in touch with you, the referrer, to arrange a replacement.
8. There is no set eligibility criteria for receiving a Foodbank referral. All we ask is that you, as referrer, are assisting the client with the issues that have led to the request for support from Foodbank. We offer help in a crisis and do not want to encourage long term dependency on Foodbank. It may also help to refer your client to Citizens Advice who can offer expert help and advice in areas such as state benefits, rent and housing, debt advice and employment.
9. If you have any questions or queries, please contact admin@dorchester.foodbankreferral.org.uk or 07554 983978