

Trusted Referrer Information

At West Cheshire Foodbank, we operate using a referral system whereby trusted organisations use their professional judgement to identify people in crisis and refer them directly to access our services.

Emergency food should be a last resort. Therefore, we expect our referrers to be able to offer advice and signposting support that will address the root cause of the person's problem.

We use this system for two key reasons:

By working with agencies that understand a client's situation, we can have confidence that a foodbank referral is appropriate. As we are reliant on donated food it is important that support is provided to those most in need.

We aim to provide 'more than food' and partnerships between referral agencies and ourselves can help ensure the client is supported. With the help of our partners, we aim to understand the key issues affecting people in West Cheshire to ensure we offer targeted services and advocate for meaningful change.

If you feel that your organisation is not well positioned to provide this level of support, but that you do work with people in need of food support it may be more appropriate to signpost them on to a referrer instead.

Anyone can contact West Cheshire and Cheshire Council HELP Scheme (0808 175 3599) to request support and they refer on to us.

If after reading through you would like to become a referrer, please out the out the Expression of Interest Form available on our website. We aim to respond to new requests within 5 working days to confirm suitability and book you onto an induction session.

These online sessions are roughly an hour long and once completed we provide log in details onto our system to allow your organisation to begin referring.

Thank you for working with us to tackle food poverty in West Cheshire. If you have any questions please contact tom@westcheshire.foodbank.org.uk.