

Referring to Community Food Support



Adur & Worthing
FOOD PARTNERSHIP

If you have identified someone in need of food support, there are a number of local community groups that can support.

Each of the organisations operate independently and each have their own offer. Some offer deliveries, others are collection-only.

Please note that some Food Banks require the person being referred to have a voucher.

This document includes:

- Having a conversation about food support
- Questions to ask
- Making a referral
- Sample referral email

Having a Conversation about food support

When having conversations with people who are, or are at risk of experiencing hunger, please bear in mind that this is a traumatic experience.

People who have not eaten for a number of days may not be able to think clearly and worrying about feeding yourself or loved ones can cause and exacerbate mental health issues; such as depression, anxiety and PTSD. Issues surrounding physical health are also increased when food provision is not adequate for people's basic nutritional needs.

The stigma and shame associated with food poverty means it is often very hard for people to reach out for food support, or make you aware of the issue. This is why it is important to always refer people directly (as opposed to signpost) wherever possible, and follow up if for some reason you have not got a response.

Empathy and kindness are key when referring people to food support.

Questions to Ask

Is the person able to travel locally to collect a parcel?

If not, you will need to refer to a group who can deliver (please ask for postcode and house number)

If yes, you can refer to any group

How much food do you have in their cupboard, do you need food now, or do you have enough for a day or two?

Groups operate on different days, you will need to assess the best option for the person based on local groups operating times

Broadwater support offer out of hours emergency packages, and will then refer on to another local food group in either Adur or Worthing for longer-term support

How many people are in your household?

Please assess whether it is appropriate to ask the person how many members of the household are children, recognising that many people are afraid that 'official' organisations may notify the authorities and fear their children may be taken from them

Knowing how many adults and children are in the household is helpful to community food groups in providing appropriate food wherever possible, however they can follow this up if it feels unhelpful for you to ask

Please note, community food groups [are not able to hand out baby formula](#)

If there are children under 4 in the household, explain how they can access the [Healthy Start Scheme](#) and offer to follow up with a link to the scheme in an email or text

Do you, or anyone in your household have any dietary requirements or allergies?

*Please pass these on to the group you are referring to, making notes on allergies very clear
Worthing Vegan food bank support with a range of dietary requirements*

The best way to get in touch?

Ideally a phone number and email address, along with a contact name

Making a referral

Selecting the best option

Once you have identified the support needs, assess the list of community food groups to find the most appropriate support

Opening hours and support offers are listed under the organisation name as well as how to contact

www.awfood.org.uk/support

Communicating information

A contact name number and address

The number of people in the household

Any dietary requirements or allergies

If the person needs a delivery

Other services you have signposted or referred to *(it is important to let food groups know this to prevent duplication, as most groups also do their own signposting and referrals)*

Any additional information that is relevant to the person receiving the best support possible

Example referral email:

(adapted from Adur & Worthing Councils)

[Insert]: [Full Name] - [Address] (Phone no: [Telephone] Mobile: [Telephone for texts])

Hello,

We are referring this [individual / family of X delete as applicable and add in the number of adults/children in the family] to you as they have told us they are in need of food support.

Their dietary requirements are [insert or delete]. [name] is able to collect/requires a delivery.

We have also signposted / referred them to:

[Insert list of agencies you have referred/signposted them to]

[Please include any further details that would be useful e.g. any instructions for delivery]

If you need any further information regarding this referral, please let me know.

Also, please do let me know if you are able to accept this referral as soon as possible, as I will contact another food group if you are unable to accept at this time. You can call me on [insert number] or contact me via this email [insert email].