

COVID-19 ANNOUNCEMENT

COVID-19 Referral Agency Announcement

UPDATE ON TEXT REFERRALS 7th April 2020

To protect the health and wellbeing of our volunteers and clients, and to make sure that we can continue to provide a vital service during the COVID-19 pandemic, we will be temporarily moving to a **delivery service with effect from Tuesday 31st March**.

Foodbank CLOSURES include: South Queensferry, Pilton, Rannoch, Grassmarket, Broughton, Prestonfield and Craigmillar. **Tollcross will remain OPEN** Monday 2pm-4pm and Thurs 10am-12noon, Central Hall, 2 West Tollcross, EH3 9BP.

How to refer for delivery

We are transitioning over to a new Trussell Trust e-referral system. Becoming an E-referral agency allows you to issue digital, "E-voucher" food vouchers directly to us. Any e-referrals received by 3pm will be delivered direct to your clients the next working day.

The e-referral system allows each of your team members to have their own access to the e-referral system.

To give you an idea of what the system is like, the link below will take you to a training video.

[E-REFERRAL CLIP](#)

It is going to take a little bit of time for us to set up the system – we have to ensure we have the correct details for each referral agency, to allow us to send an invitation link. We are hoping to have the majority of our referral agencies signed up to provide e-referrals by April 10th – we will start with the agencies who refer the most.

We have started to register agencies for E-Referral. For those referring via E-Referral:

1. **Please use the "additional info" box to add any extra info i.e nappy size, client phone number, pet food request, dietary request. Please keep the text short and specific.**
2. **Referrals must be input by 4pm for next day delivery**
3. **Any E-Referral placed after 4pm will NOT be delivered. We have to pull the report off, and sent it to the company for scheduling at 4pm. The most efficient way to do this is to report on referrals issued that day. This means any issued after 4pm will not appear on the following days report and will be missed from the schedule.**

Until we contact you to set up the e-referral system please continue to provide text referrals – however it will now be necessary to **include the clients address**.

- Please text 07946 608 501
 - On the text please state:
- COVID-19 Referral
- The name of your organization

- Your name
- Clients name
- Clients Address
- Clients postcode
- Number of adults in the family
- Number of children in the family
- Any dietary requirements?
- Pet food required?
- Baby items required?
- Texts received before 3pm will be delivered the next working day.
- Text information has NOT been made public - to ensure it is not abused. PLEASE DO NOT SHARE THAT THE TEXT BEGINS WITH COVID-19.
- To ensure delivery can be made please take care when entering address details. For example, where the client is in a flat and their address is 2/4 High Street, please be clear which is the street number and which the flat - e.g. Flat 4, No 2 High Street. It would also be helpful if you can supply a phone number for the client when possible.
- If your client has a **specific dietary need**, we will do our best to meet it. Please state this in your message - e.g. gluten free, lactose intolerant, nut allergy, vegetarian etc.
- If the client needs baby items, please be clear about the age/needs of the baby and include relevant details, such as nappy size.
- If your client needs pet food, please indicate the type of pet.

Scottish Welfare Fund Referrals

Scottish Welfare Fund are no longer able to support foodbank only referrals. When people call for a referral they will be put through for a crisis grant application - they should receive a response to the application within 24hrs. If they are unsuccessful only then will they be given a foodbank referral.

If you would usually ask your client to get a referral via SWF, please provide a text referral for them.

We ask...

During this unprecedented time, as valued partners, you:

- **Only refer people who are unable to afford food.** We understand that there will be many people that are unable to access shops due to illness or self-isolation at this time. Please can we urge you, however, to follow our usual process and only refer people to the food bank who are unable to afford food, rather than those who are

able to buy their own supplies, but unable to get to the shops at this time. These groups of people should be accessing support from other organisations.

- **Let us know of any changes to your service.** We know you will also be experiencing pressure on your services at this time. If you choose to close or reduce your services, please could you send us the details of your contingency plans, including and where people should go or who they should contact in this case.

We will continue to monitor information and advice released by the government with regards to the spread and containment of COVID-19. At this time we may have to make changes at very short notice. We will do our best to keep all parties updated as quickly as possible

Thank you very much for your continuous support during this challenging time.

Best wishes,
Bethany Biggar
Director