

## CHAT FOOD & FUEL REFERRALS

### Principles

CHAT's fundamental Christian mission is rooted in the Gospel value to 'love one's neighbour as oneself'.

CHAT has responded by setting up help for those struggling to buy food and fuel. Help is provided in the short term and emergency situations and is not intended to create long term dependency.

Our food is donated and therefore parcels will vary depending on availability. All parcels are made up at the time and quantities will vary depending on the number in the household. We do have a small quantity of frozen and fresh food depending on availability but generally just tins and packeted foods. We will also endeavor to cater for special dietary needs when possible. Food parcels can also include toiletries and household cleaners if requested.

**Fuel** is provided on key/card meters at a rate of £10-£20 per voucher but is subject to availability of funds.

### Guidelines for referral

The FoodBank will provide food if the client falls under one of the following:

- In employment on zero hours contract/minimum wage and has had an unexpected bill or demand for money leaving them and their family in food poverty.
- Returning to work whose benefits have stopped and have to work before their first payday.
- Financial crisis that has led to the client to fall into food poverty after meeting their financial obligations (Rent, Gas, Electricity, Water and Rates).
- Long term sickness and awaiting statutory sick pay.
- Awaiting benefit claim/ Universal Credit
- Delay in benefit payment
- Please note we are only help residents of Mid Devon area only.

We recognise that there will always be exceptions to any rules and therefore we are relying on your responsible judgment and reasonable steps to ensure the need is genuine when making a referral as some individuals do attempt to visit several different agencies for assistance. Above all we are very mindful about not creating a dependency and therefore we will not be able to provide an ongoing service to any individual or family beyond the temporary assistance. CHAT reserves the right to refuse fuel or food on the basis of previous need or funding.

CHAT recognises the effects of drug and alcohol dependency and will respond to those who are in desperate need.

### **Completing a Voucher**

Referrals should be made on our voucher forms fully completed. The address information is for monitoring and funding purposes only to assist us in identifying areas of need. We will not be contacting your client.

Please complete the number of days the for which the voucher is needed. The client can return to us within this period, after which a further voucher will be required.

The Vouchers should be handed to your client to call at CHAT to collect their food parcel or arrange their fuel. If this is not possible, it may be sent online to [theoffice@chatmid.co.uk](mailto:theoffice@chatmid.co.uk). Opening times are detailed on the voucher.

The details on the forms will be kept for monitoring purposes only. CHAT's privacy notice can be viewed by visiting our website [www.chatmid.org](http://www.chatmid.org).

### **Other assistance available in Mid Devon**

The **Crediton** Foodbank @ The Manse, Crediton Congregational Church, High St, Crediton. Tuesdays 10am – 12.00noon & Friday evenings 6.30pm – 7.30pm. Referral through vouchers only Tel: 07740 202721

People Matter, St. Andrew's Community Centre, **Cullompton**. Email: [peoplematter@standrewscullompton.com](mailto:peoplematter@standrewscullompton.com). Drop-in session Fridays 9.30-11.30am. Food vouchers available.