

Working in partnership with Eastbourne Foodbank:  
A reference guide for referral partners



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## Guidance before issuing a food voucher

### **Working in partnership with Eastbourne Foodbank**

Foodbanks are not the solution to rising poverty. Our small team of advisers works with foodbank clients to establish why they are unable to afford to buy food. We take a cash-first approach through our welfare benefits and debt advice service, working with clients to make sure they are receiving their full benefit entitlement and any debts are managed. When people have sufficient income they do not need to use the foodbank.

As a referral partner, your agency issues foodbank vouchers to clients who are experiencing crisis and need emergency food. There will usually be a named person in your organisation who is responsible for generating foodbank vouchers.

The best way to use a foodbank voucher is as an emergency support mechanism alongside the work you are doing with your client to resolve their crisis. If another service or agency's support is needed to provide specialist help, the client should be referred or signposted to this support with foodbank vouchers issued alongside as and when required.

When a client is experiencing crisis, issuing a foodbank voucher in isolation is unlikely to be the most effective solution.

## Guidance before issuing a food voucher

### **Before issuing a foodbank voucher to a client, agencies should consider the following**

Do you know the reason for your client's financial difficulty?

If your client is experiencing minor, temporary financial issues, have you recommended a local Pantry rather than one of our foodbanks?

<https://www.escis.org.uk/event/langney-larder-langney-community-centre/>

<https://www.seasidecommunityhub.com/>

Is there a local welfare fund the client could apply for, such as the Household Support Fund?

<https://www.escis.org.uk/local-government-and-politics/household-support-fund-east-sussex/>

Is your client experiencing debt? If so, you can refer them to one of the debt teams:

<https://www.moneyadviceplus.org.uk/>

<https://www.ageconcerneastbourne.org.uk/services/free-service/information-and-advice>

<https://www.stepchange.org/>

## Guidance when issuing a food voucher

### **Preparing clients for a foodbank visit**

A first visit to a foodbank can be a daunting or overwhelming experience. Please prepare your client for a visit to one of our foodbanks by informing them that:

- Everyone who visits a foodbank will be made to feel welcome and will be treated equally
- No one will be judged
- We know that people visit foodbanks for lots of different reasons
- Additional support is available at all our main foodbanks, including welfare benefits and debt advice

A full list of our locations can be seen below:

[www.eastbourne.foodbank.org.uk/locations](http://www.eastbourne.foodbank.org.uk/locations)

## Guidance when issuing a food voucher

For clients who are unwell and unable to leave their homes, a delivery service can be available.

Where a client is able to visit a foodbank in person, the voucher should be issued for their nearest or preferred foodbank satellite.

Visiting in person gives clients the opportunity to choose their own food, meet with an advocate if they need to and have a social experience over a cup of tea with a snack.

If your client needs in-depth help and you're unable to provide it, or another agency can't help, please speak to one of our advocates to make an appointment at our Grove Road Advice Centre for your client.

Our advocates provide a confidential and free service which consists of in-depth knowledge of the welfare benefits system and debt support services. Even a small change to a client's financial circumstances can make a huge difference.

## Guidance when issuing a food voucher

### **Issuing vouchers to clients**

When issuing a voucher to your client, please select the closest reason for the voucher being required.

The analysis of this data is extremely important to the effectiveness of our work.

If you have any questions or would like further information, please contact us via phone or email:

**Phone** – 01323 409925 (Select Option 1 for a food voucher)

**Email** – [groveroadoffice@eastbourne.foodbank.org.uk](mailto:groveroadoffice@eastbourne.foodbank.org.uk)

(For food vouchers, general advice or Advocacy).

### **Where to find additional help and support**

The next section of this booklet contains categories and descriptions of a number of support agencies.

Please use this as a guide when signposting clients to further help which may be outside your area of expertise.

## Further support for your clients

The next section contains a list of some alternative agencies who may be able to support your client with issues which fall outside of your expertise.

The list is not exhaustive, and we welcome updates and suggestions.

## Welfare Benefits - Financial Poverty

Referral Agency Category	Welfare Benefits / Financial Poverty
Agency Name	Citizens Advice
Agency Overview	Welfare benefits and debt advice
Agency Website & Contact Number	<a href="https://www.citizensadvice.org.uk/benefits/">https://www.citizensadvice.org.uk/benefits/</a> 0800 1448848

Referral Agency Category	Welfare Benefits / Financial Poverty
Agency Name	Age Concern (Welfare benefits team)
Agency Overview	Welfare benefits advice (including form filling) for those aged 60+
Agency Website & Contact Number	<a href="https://www.ageconcerneastbourne.org.uk/services/free-service/information-and-advice/">https://www.ageconcerneastbourne.org.uk/services/free-service/information-and-advice/</a> 01323 638474

Referral Agency Category	Welfare Benefits / Financial Poverty
Agency Name	Eastbourne Foodbank
Agency Overview	Welfare benefits and debt advice to foodbank clients, with the aim of achieving income maximisation
Agency Website & Contact Number	<a href="https://eastbourne.foodbank.org.uk/get-help/more-than-food/">https://eastbourne.foodbank.org.uk/get-help/more-than-food/</a> 01323 409925 (Option 1)

Referral Agency Category	Debt
Agency Name	Hastings Advice & Representation (HARC) - Welfare benefits advice line
Agency Overview	Welfare benefits advice (including form filling) to people in East Sussex
Agency Website & Contact Number	<a href="https://harcuk.com/">https://harcuk.com/</a> 01424 428375

## Debt

Referral Agency Category	Debt
Agency Name	Christians Against Poverty, Eastbourne
Agency Overview	Debt counselling for people experiencing financial difficulty, and those in need of bankruptcy or insolvency advice
Agency Website & Contact Number	<a href="https://capuk.org/">https://capuk.org/</a> 0800 328 0006

Referral Agency Category	Debt
Agency Name	Holy Trinity Church (Grace Advocacy)
Agency Overview	Free advocacy to vulnerable adults who are struggling with multiple and complex problems
Agency Website & Contact Number	<a href="https://www.holytrinityeastbourne.org.uk/advocacy">https://www.holytrinityeastbourne.org.uk/advocacy</a> 01323 736627

## Debt – Food

Referral Agency Category	Debt
Agency Name	Step Change
Agency Overview	Online support service to vulnerable adults who are struggling with multiple, complex debt problems
Agency Website & Contact Number	<a href="https://www.stepchange.org/">https://www.stepchange.org/</a> 0800 138 1111

Referral Agency Category	Food
Agency Name	Eastbourne Borough Council
Agency Overview	Local Council
Agency Website & Contact Number	<a href="http://www.lewes-eastbourne.gov.uk/community/help-if-you-are-struggling-to-afford-food">www.lewes-eastbourne.gov.uk/community/help-if-you-are-struggling-to-afford-food</a> 01323 410000

Referral Agency Category	Food
Agency Name	Eastbourne Foodbank
Agency Overview	Three days' emergency food provided to Eastbourne residents in need
Agency Website & Contact Number	<a href="https://eastbourne.foodbank.org.uk/get-help/foodbank-vouchers/">https://eastbourne.foodbank.org.uk/get-help/foodbank-vouchers/</a> 01323 409925 (Option 1)

## Senior Assistance - Fuel

Referral Agency Category	Senior Assistance
Agency Name	Age UK East Sussex
Agency Overview	Welfare benefits and debt advice for those in later life
Agency Website & Contact Number	<a href="https://www.ageuk.org.uk/eastsussex/">https://www.ageuk.org.uk/eastsussex/</a> 01273 476704

Referral Agency Category	Fuel
Agency Name	Eastbourne Borough Council
Agency Overview	Local Council – General advice
Agency Website & Contact Number	<a href="http://www.lewes-eastbourne.gov.uk/community/covid-19/request-support-for-vulnerable-residents/fuel-voucher-scheme">www.lewes-eastbourne.gov.uk/community/covid-19/request-support-for-vulnerable-residents/fuel-voucher-scheme</a> 03444 111 444

Referral Agency Category	Fuel
Agency Name	Eastbourne Borough Council
Agency Overview	Bill Rebate Scheme
Agency Website	<a href="https://www.lewes-eastbourne.gov.uk/council-tax/energy-rebate-scheme/">https://www.lewes-eastbourne.gov.uk/council-tax/energy-rebate-scheme/</a> 01323 410000

## Fuel

Referral Agency Category	Fuel
Agency Name	Citizens Advice (Extra Help Unit)
Agency Overview	Advice on which grants and benefits are available to help with energy bills
Agency Website & Contact Number	<a href="https://ehu.org.uk/">https://ehu.org.uk/</a> 0808 223 1133

Referral Agency Category	Fuel
Agency Name	Energise Sussex
Agency Overview	Support to Sussex residents with paying for home energy. Practical energy conservation advice (homeowners and private tenants only)
Agency Website & Contact Number	<a href="https://www.energisesussexcoast.co.uk/">https://www.energisesussexcoast.co.uk/</a> 01424 390062

Referral Agency Category	Fuel
Agency Name	Fuel Bank Foundation
Agency Overview	Provision of limited fuel vouchers to those in fuel poverty. Advice on home energy management and conservation
Agency Website	<a href="https://www.fuelbankfoundation.org/team@fuelbankfoundation.org">https://www.fuelbankfoundation.org/team@fuelbankfoundation.org</a> 07989 700689

## Fuel

Referral Agency Category	Fuel
Agency Name	Warmer Sussex
Agency Overview	Home retrofit service supporting homeowners to increase home energy efficiency
Agency Website	<a href="https://www.warmersussex.co.uk/">https://www.warmersussex.co.uk/</a>

Referral Agency Category	Fuel
Agency Name	British Gas Energy Trust
Agency Overview	Financial hardship support to British Gas customers
Agency Website	<a href="https://www.britishgas.co.uk/energy/british-gas-energy-trust.html">https://www.britishgas.co.uk/energy/british-gas-energy-trust.html</a>

## Housing

Referral Agency Category	Housing
Agency Name	BHT Sussex
Agency Overview	Support workers for those in housing need. Specialist advice for those threatened with homelessness
Agency Website & Contact Number	<a href="https://www.bht.org.uk/">https://www.bht.org.uk/</a> 01323 642615

Referral Agency Category	Housing
Agency Name	Steps (60+)
Agency Overview	Short-term housing-related advice and support for 60+ Sussex residents (including Attendance Allowance Form filling)
Agency Website & Contact Number	<a href="https://www.bht.org.uk/">https://www.bht.org.uk/</a> 0800 0239380

Referral Agency Category	Housing
Agency Name	Citizens Advice
Agency Overview	Advice on housing queries and issues
Agency Website & Contact Number	<a href="https://www.citizensadvice.org.uk/housing/">https://www.citizensadvice.org.uk/housing/</a> 0800 144 8848

## Housing

Referral Agency Category	Housing
Agency Name	Matthew 25 Mission
Agency Overview	Help and support to homeless and vulnerable people
Agency Website & Contact Number	<a href="https://www.matthew25mission.org/">https://www.matthew25mission.org/</a> 01323 726960

Referral Agency Category	Housing
Agency Name	Rough Sleepers Initiative
Agency Overview	Support to people experiencing homelessness to find accommodation
Agency Website & Contact Number	<a href="https://www.lewes-eastbourne.gov.uk/housing/help-for-people-sleeping-rough/">https://www.lewes-eastbourne.gov.uk/housing/help-for-people-sleeping-rough/</a> 01323 410000

Referral Agency Category	Housing
Agency Name	Salvation Army (Homelessness Unit)
Agency Overview	Range of services for people who are homeless (health services, food etc.)
Agency Website	<a href="https://www.salvationarmy.org.uk/homelessness/rough-sleeping">https://www.salvationarmy.org.uk/homelessness/rough-sleeping</a> 01323 641833



## Housing - Digital Access

Referral Agency Category	Housing
Agency Name	Southdown
Agency Overview	Provide local authority referrals for housing in Sussex
Agency Website & Contact Number	<a href="https://www.southdown.org/">https://www.southdown.org/</a> 01273 405800

Referral Agency Category	Housing
Agency Name	Citizens Advice (Housing and Council Tax)
Agency Overview	Advice on housing and council tax issues
Agency Website & Contact Number	<a href="https://www.citizensadvice.org.uk/housing/council-tax/">https://www.citizensadvice.org.uk/housing/council-tax/</a> 0808 223 1133

Referral Agency Category	Digital Access
Agency Name	Local Libraries
Agency Overview	Library and associated digital services. Includes help to complete bus pass applications
Agency Website & Contact Number	<a href="https://new.eastsussex.gov.uk/libraries">https://new.eastsussex.gov.uk/libraries</a> 0345 60 80 196

## Digital Access - Work & Training

Referral Agency Category	Digital Access
Agency Name	Tech Resort
Agency Overview	TechResort share digital skills to improve lives. Service includes skills support drop-ins
Agency Website & Contact Details	<a href="https://techresort.org/">https://techresort.org/</a>

Referral Agency Category	Work & Training
Agency Name	SCDA (Dependent Children)
Agency Overview	Pre-employability and employability support for people with dependent children
Agency Website & Contact Number	<a href="https://sussexcommunity.org.uk/our-services/families/">https://sussexcommunity.org.uk/our-services/families/</a> 01273 517250

Referral Agency Category	Work & Training
Agency Name	Reed in Partnership
Agency Overview	Employability support to people referred by DWP
Agency Website & Contact Number	<a href="https://reedinpartnership.co.uk/">https://reedinpartnership.co.uk/</a> 01323 404778

## Work & Training

Referral Agency Category	Work & Training
Agency Name	Possability People
Agency Overview	Employability support to people with disabilities
Agency Website & Contact Number	<a href="https://www.possabilitypeople.org.uk/">https://www.possabilitypeople.org.uk/</a> 01273 894040

Referral Agency Category	Work & Training
Agency Name	Crossland & Dudson Training
Agency Overview	Provide a wide range of accredited and non-accredited training and workshops
Agency Website & Contact Number	<a href="https://www.cdtraining.co.uk/">https://www.cdtraining.co.uk/</a> 01323 720072

Referral Agency Category	Work & Training
Agency Name	People Matter
Agency Overview	Information, advice and practical help to jobseekers in Eastbourne and surrounding areas
Agency Website & Contact Number	<a href="https://people-matter.org.uk/">https://people-matter.org.uk/</a> 01323 431289 or 07843 190738

## Addiction Issues

Referral Agency Category	Addiction Issues
Agency Name	East Sussex Recovery Alliance
Agency Overview	Support service for 18+ in recovery from addiction
Agency Website & Contact Number	<a href="https://esrauk.org/">https://esrauk.org/</a> 01323 724212

Referral Agency Category	Addiction Issues
Agency Name	Salvation Army Rebourne Corner
Agency Overview	Provision of many services (including podiatry, food, advice) to homeless people
Agency Website & Contact Number	<a href="http://ecan.org.uk/salvation-army-rebourne-corner/">http://ecan.org.uk/salvation-army-rebourne-corner/</a> 01323 417149

Referral Agency Category	Addiction Issues
Agency Name	Star / CGL
Agency Overview	Local support for clients with alcohol and substance use issues
Agency Website & Contact Number	<a href="https://www.changegrowlive.org/star-drug-alcohol-service-east-sussex/eastbourne">https://www.changegrowlive.org/star-drug-alcohol-service-east-sussex/eastbourne</a> 0300 303 8160

## Addiction Issues – Family Mental Health

Referral Agency Category	Addiction Issues
Agency Name	East Sussex County Council (ESCC) Under 25 service
Agency Overview	Specialist treatment services for young people using alcohol and drugs
Agency Website & Contact Number	<a href="mailto:Under25ssms.duty@eastsussex.gov.uk">Under25ssms.duty@eastsussex.gov.uk</a> 01323 464 404

Referral Agency Category	Family Mental Health
Agency Name	British Red Cross At Home Service
Agency Overview	Support for clients returning home after a stay in hospital
Agency Website & Contact Number	<a href="https://www.redcross.org.uk/get-help/get-support-at-home">https://www.redcross.org.uk/get-help/get-support-at-home</a> 0344 871 11 11

Referral Agency Category	Family Mental Health
Agency Name	The Holding Space
Agency Overview	Well-being support to children and young adults and their parents
Agency Website	<a href="https://www.holdingspace.org.uk/">https://www.holdingspace.org.uk/</a> 01323 315005

## Domestic Abuse Support

Referral Agency Category	Domestic Abuse Support
Agency Name	Refuge Clarion
Agency Overview	Emergency accommodation and extra security measures for those affected by domestic abuse
Agency Website & Contact Number	<a href="https://www.myclarionhousing.com/contact-us/all-other-enquiries/domestic-abuse-or-violence">https://www.myclarionhousing.com/contact-us/all-other-enquiries/domestic-abuse-or-violence</a> 0300 500 8000

Referral Agency Category	Domestic Abuse Support
Agency Name	Refuge
Agency Overview	Help and support for women and young people affected by domestic abuse
Agency Website & Contact Number	<a href="https://www.refuge.org.uk/">https://www.refuge.org.uk/</a> 0808 2000 247

Referral Agency Category	Domestic Abuse Support
Agency Name	The Daisy Chain Project
Agency Overview	Pro-bono legal advice for those affected by domestic abuse
Agency Website	<a href="https://www.thedaisychainproject.com/">https://www.thedaisychainproject.com/</a> 01903 918764

## Domestic Abuse Support - Immigration Advice

Referral Agency Category	Domestic Abuse Support
Agency Name	Change Grow Live
Agency Overview	Offering support to anyone aged 16+ who has been affected by domestic abuse and violence
Agency Website & Contact Number	<a href="https://www.changegrowlive.org/domestic-abuse-service-east-sussex/info">https://www.changegrowlive.org/domestic-abuse-service-east-sussex/info</a> <a href="mailto:ESDomesticAbuse.Info@cgl.org.uk">ESDomesticAbuse.Info@cgl.org.uk</a> 01323 417598

Referral Agency Category	Domestic Abuse Support
Agency Name	Home Start
Agency Overview	One-to-one and group support for families affected by domestic abuse
Agency Website & Contact Number	<a href="https://www.hses.org.uk/">https://www.hses.org.uk/</a> 01273 612025

Referral Agency Category	Immigration Advice
Agency Name	Sanctuary Cafe
Agency Overview	Free drop-in advice service for refugees, asylum seekers and migrants
Agency Website & Contact Number	<a href="https://www.sanctuarycafeeastbourne.com/">https://www.sanctuarycafeeastbourne.com/</a> 07876 388782

## Immigration Advice

Referral Agency Category	Immigration Advice
Agency Name	Sussex University Immigration Service
Agency Overview	Immigration and visa support for students throughout their studies
Agency Website & Contact Number	<a href="https://student.sussex.ac.uk/international/visas">https://student.sussex.ac.uk/international/visas</a> 01273 606755

Referral Agency Category	Immigration Advice
Agency Name	The Links Project
Agency Overview	Multi-agency support and advice project for asylum seekers, refugees and migrant communities living in East Sussex
Agency Website & Contact Number	<a href="mailto:marc@hastingsvoluntaryaction.org.uk">marc@hastingsvoluntaryaction.org.uk</a> 01424 444 010 & 07752 495 508

Referral Agency Category	Immigration Advice
Agency Name	Voices in Exile
Agency Overview	Practical and legal support to refugees and those with no recourse to public funds. Weekly food and toiletries bank
Agency Website & Contact Number	<a href="https://www.voicesinexile.org/">https://www.voicesinexile.org/</a> 01273 082105

## Single Parent Advice - Special Educational Needs

Referral Agency Category	Single Parent Advice
Agency Name	Gingerbread Support Group Hastings
Agency Overview	Bringing single parent families together
Agency Website & Contact Number	<a href="https://www.gingerbread.org.uk/community/single-parent-groups/groups/page/2/">https://www.gingerbread.org.uk/community/single-parent-groups/groups/page/2/</a> 0808 8020925
Referral Agency Category	Special Educational Needs
Agency Name	Amaze Sussex
Agency Overview	Advice and support to families of children and young people with special educational needs and disabilities (SEND)
Agency Website & Contact Number	<a href="https://amazesussex.org.uk">https://amazesussex.org.uk</a> 01273 772289