



# Hidden Help Referral Policy

In order to ensure that we are assisting those in real and urgent need (and to fall within the guidance of the Charity Commission) we have to assess our clients as to their need. Obviously this is a delicate area and we do this in the most respectful and delicate manner. We do not take self-referrals, nor do we accept referrals from private individuals. All of our partners assess needs from the options below to simply allow us to give some form of general assessment. The information we take, along with a first name, address (if a delivery is needed) and contact number is ALL the information that we hold on the client for reasons of confidentiality and is similar to that which the Food Bank uses.

In general terms, our clients have to fall into one of these categories. By referring the client to us, the referral agency (that holds far more information than us) is agreeing that the client is in urgent and real need of support that they are unable to provide for themselves at that time. As a general rule, our clients are all in receipt of some form of state benefits.

Hidden Help		
Age	Nature of Crisis	Situation Codes
16-24	Domestic Violence	A. Single Parent
25-65	Veteran Assistance	B. Care f Elderly
65+	Rehabilitation of ffender	C. Living alone
	LT Unemployed	D. Cohabiting Adults
	Benefit delay	E. Disability
	Bereavement	F. Other (give details)
	Homeless/Re-Housing	G. Received State benefit
	Unemployed	
	Vulnerable Adult	<b>Also required:</b>
	Sickness	Name
	Change of Circumstances	Address
	Other	