



Referral Policy for School Uniform, Safety Equipment, Toiletries and Nappies, Beds, New Baby Bundles and Toys

Guiding principle:

To help as many families as possible, with as little bureaucracy as possible, as quickly as possible when a need arises.

Who can refer a family for help?

- We accept referrals from professionals working with of families, via our referrals forms on our website.
- We can take self referrals from families we are already working with via our Outreach Team, we also accept repeat requests from families we already have a working relationship with.

How do I make a referral?

- If you would like to refer a family to First Days then you need to fill out the referral form on the website, or email us info@firstdays.net and request a referral form. You can then submit the details of the referral you would like to make.

What happens next?

- Upon receiving a referral we will assess the application and review the stock we have on offer at the time. We will be in touch as soon as possible to let the referrer know what we can offer to help the family and then we will arrange collection or delivery of goods.
- The family or the referrer can collect items from our warehouse, or they can be delivered directly to the family (subject to the availability of our volunteer run delivery service)
- If the items requested is something we usually stock, we will endeavour to provide the item, if we don't currently have stock we will do everything we can to source the item that is needed as quickly as we can.
- All families who receive goods from us do so in good faith that we have assessed the items to be good quality and safe. Responsibility for the safe assembly and upkeep of any donations from the charity to a family lies solely with the recipient.