

REFERRAL AGENCY NEWSLETTER NO. 1

SEPTEMBER 2025

Welcome to our first newsletter specifically for the circa 140 referral agencies who issue vouchers within the Warwick District area. This newsletter is intended to be informative as well as reiterating some of our requirements and policies but its your newsletter so please let us know if you have any comments or requests for information which would benefit you and your teams.

We are always keen to meet our referrers in person so if you wanted us to visit your workplace or you would like to visit our office/warehouse please contact: lynn@warwickdistrict.foodbank.org.uk

If you no longer issue vouchers, have any changes to your teams or any other queries again please contact Lynn.

Meet the Team; we weren't sure whether you knew who we all are so thought you might be interested

The Team in the office



Andy Bower



Miriam Bowen



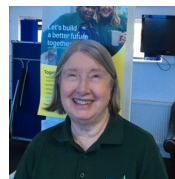
Lynn Aston

Andy is the operations manager, responsible for the overall management of the food bank. Andy can usually be found in the office at Trident; Tuesdays to Fridays. Miriam is the warehouse manager and manages our stock in and out of the warehouse. Miriam is also the Session Leader at Lillington and St Paul's. Lynn is the foodbank administrator working in the office helping with all the paperwork. Lynn is also the session leader at Heathcote on a Monday.

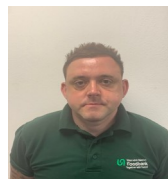
Session Leaders



Claire Davis



Pamela Thompson



Ricky Mancini

Claire, Pamela and Ricky are the session leaders for St Mary's, Westbury and Saltisford retrospectively.

We also have a few more team members; Dom is our main driver, John is our finance officer and Shane is our warehouse co-ordinator. We also have a bank of relief session leaders who provide cover. Please note all team members are part time.

All our emails are our [first name@warwickdistrict.foodbank.org.uk](mailto:first.name@warwickdistrict.foodbank.org.uk)

Where to find us

Check out [Food bank Locations](#) to see our locations & opening times. Each Centre opens at a different time each day of the week, make sure your client is aware of the session time for their chosen Centre. Clients must bring their own bags. Buying bags costs us money which we would rather spend on food!

Please note whilst the system automatically chooses the nearest Centre to the clients postcode, a voucher can be redeemed at any Centre. You do not need to cancel and reissue a new voucher if the client is going to attend a different session than noted on the voucher.

As the vouchers are raised during periods of food crisis, they must be used within a week unless there are exceptional circumstances.

POLICY - our policy remains 6 referrals within a 6 month period. For some this may mean one per month, for others this may mean 3 in a month as their circumstances require them to have more support early on. Whilst there is a great deal of need within our communities, our food bank parcels should be for periods of crisis only as we try to ensure that clients do not become reliant on food parcels and look to receive help and support elsewhere.

If your clients are nearing the 6 referrals limit please talk to them about this so they are aware. Please then talk to us as we are aware there are always exceptional circumstances and we understand that some will require more or ongoing support.

Citizens Advice South Warwickshire partnership

Did you know that we have a dedicated CA Caseworker, Ellie who regularly attends each of our Centres and can give help and advice to all Foodbank clients.

If Ellie is not in the Centre all session leaders can complete a very simple referral form and Ellie will be in touch.

Since the start of this partnership in October 2024 Ellie has already seen and helped 104 clients; with 30 clients achieving a financial gain, a further 24 having their debts managed and 42 clients no longer requiring Food bank services.



Facts & Figures - January to June 2025



We have distributed 3,154 parcels so far this year, 2,252 to adults and 902 to children which is a reduction of 448 compared to the same period last year.



We have received 20,110 kgs of food in donations so far this year, which is down by 2,154 kgs compared to last year. 66% of all donations come from public donations in supermarkets.



The top 3 reasons for requiring a foodbank voucher continue to be; low income, benefit changes / issues and debt.



St Mary's remains the busiest Centre, with Saltisford and St Paul's next. Heathcote, Lillington and Westbury are our quietest Centres—which may be useful to know if you are collecting for your clients! All Centres offer a hot or cold drink and a warm welcome.

Entering Data

Please ensure that name, address and the number of adults and dependent children living at the address is correct. We will only issue a food parcel for the number of people noted on the referral by the referral agency, so it is essential that this is accurate.

If issuing an e-referral for a home delivery in Kenilworth, the clients contact number must be entered.

Ensure that members of your team who can issue e-referrals are kept up to date and inform us as soon as anyone leaves your organisation.

Completing an e-referral does require you to talk with your client and input some basic information regarding the need for a referral such as benefit delay, ill health etc. This is not meant to be intrusive but does help us understand the reasons people are visiting Food banks and helps us to campaign and inform Government and other Charities. Only enter 'unable to ask' or 'reasons not known' as a last resort. Anything written on the vouchers is only seen by the Session Leader and we are fully GDPR compliant.

Contact us / follow us

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