

Referral Partner Handbook 2026



Welcome

Thank you for working alongside Sebby's Corner. We know that as a frontline professional, you see first-hand the pressure families are under, and we are proud to work in partnership with you to ensure no child goes without the essentials they need.

Sebby's Corner is a referral-only charity. This means we rely on trusted professionals like you to help us reach families who need support most, at the right time. Everything we do is rooted in dignity, kindness and care – for families, and for the professionals supporting them.

This handbook is designed to support existing referral partners and professionals considering registering as a referral partner. It explains who we support, what we offer, how referrals work, and how we can work together most effectively.

Who We Are

Sebby's Corner is a Barnet-based charity supporting babies, children and families living in poverty across Barnet, Greater London, Hertfordshire and the surrounding areas. Support is not based on location – as long as the family, or you as the referral partner are able to collect the items, we are able to support the family.

Founded in 2021, we provide essential items such as nappies, formula milk, clothing, baby equipment, school uniforms and birthday gifts to families facing financial hardship, crisis or instability. We don't have set criteria for referrals, we rely on the professional judgement and opinion of our referral partners to assess whether a family is in need of our support.

We typically support families who may be:

- Living in poverty or on a low income
- In temporary accommodation or experiencing homelessness
- Fleeing domestic abuse
- Refugees or asylum seekers
- Affected by modern slavery or human trafficking

By meeting immediate material needs, we help stabilise families, reduce stress and support parents to focus on their children's wellbeing and their own next steps.

Our Core Services

Sebby's Corner delivers four core services. Keeping our focus on these allows us to support families well, consistently and with care.



Essentials Support

- Pre-packed collections of essential items such as clothing, nappies, formula, toiletries and baby equipment

- Available year-round
- A minimum of **4 months must have passed** since the family's last Essentials Support appointment
- No maximum number of times overall, but support is reviewed case by case
- At least one child in the family must be aged **10 or under**



Birthday Club

- A birthday gift, birthday extras and a **£10 supermarket voucher** towards a birthday cake
- Plus family tickets to **ZSL London Zoo**, where available
- Children must be **turning 1–10 years old**
- **Once per child, per year**
- Referrals must be submitted **at least 2 weeks before** the child's birthday



School Uniform Support

- A voucher for new school uniform for each child
- We also supply school shoes and stationery
- Applications open **each May**
- **Once per family, per year**
- For children entering **Reception to Year 6**



Christmas Support

- Parents and carers can be referred to our festive shop where they can choose Christmas gifts for their children using a points system
- Referral partners can also request a bulk collection of toys to support several families across their organisation
- Applications open **mid-October**
- **Once per family, per year**
- At least one child in the family must be aged **10 or under**

Essentials Support: What Families Receive

Essentials Support is our core service and the one most families access first.

Referrals are thoughtfully packed by our volunteers based on the information provided in the referral form. While we always do our best to meet requests, all support is stock dependent, and we cannot guarantee that every item requested will be available.

The average value of an Essentials Support referral is over £400 per family.

Unfortunately we can only supply clothing items for children aged 10 and under

Clothing & Warmth

- Clothing packs for children
 - Coats
 - Dressing gowns or onesies
 - Shoes
 - Winter bundles (hat and gloves)
-

Toiletries (Children & Teens)

- Baby toiletry packs
 - Young child toiletry packs
 - Older child toiletry packs
 - Teen toiletry packs (boys and girls)
-

Medicine

- Calpol
 - Nurofen
-

Maternity

- Prepacked hospital bag
 - Breast pads
 - Maternity pads
 - Nipple cream
-

Nappies & Changing

- Nappies
 - Night-time pants
 - Baby wipes
 - Nappy cream
 - Nappy sacks
 - Nappy caddy
-

Period Products

- Panty liners
 - Pads
 - Tampons
 - Menstrual cup
 - Period pants
-

Formula & Feeding

- Infant formula
- Feeding bottles
- Breast pump
- Dummies

- Children's cutlery and crockery
- Weaning spoons
- Bibs
- Sippy cups

⚠ Formula is only provided for babies under 1.

⚠ No Stage 3 formula is supplied.

Beds, Bedding & Linen

- Moses basket
- Travel cot
- Fitted sheets for Moses baskets and travel cots
- Cellular blankets
- Warm blankets
- Muslins
- Swaddles
- Sleeping bags
- Hooded baby towel

⚠ Cribs, cots and cotbeds are not currently available.

Baby & Child Equipment

- Steriliser or steriliser bags
 - Changing mat
 - Baby sling or carrier
 - Playmat
 - Bouncer chair
 - Cot mobile
 - Baby bath
 - Bath seat
 - Highchair
 - Bumbo seat
 - Potty
 - Toilet step
-

Buggies & Prams

- Buggy or travel system
 - Umbrella stroller
 - Double buggy
-

Toys & Books

- Pre-loved toys
- Pre-loved books

All items are subject to availability

Essential Support: Items We Are Unable to Provide

For safety, space and practical reasons, there are some items Sebby's Corner is unable to supply through Essentials Support.

We are **not able to provide**:

- Car seats (including infant carriers and booster seats)
- Cots or cotbeds
- Large items of furniture, including sofas, tables and chairs
- Adult beds or mattresses
- Adult clothing or maternity clothing

This is primarily due to safety standards and storage limitations. We understand these items are often greatly needed, and we encourage referral partners to explore alternative local provision where possible.

Please help us manage family expectations by making them aware of these limitations at the point of referral.

Essentials Support: Transport - Please Read Carefully

This is one of the most important things you can help us communicate clearly to families.

Most families leave Sebby's Corner with **several large, heavy bags of items**, plus large baby equipment where appropriate

- Sebby's Corner **does not deliver items**
- Families (or referral partners) must collect from our hub in Barnet, EN5
- Due to the **volume and weight of items**, public transport is **not recommended**
- Families will need **a car, taxi or lift home**

If families arrive without suitable transport, it can be very distressing for them and difficult for our team. Please ensure this is clearly explained before the appointment is booked.

Birthday Club: What Families Receive

Birthday Club is a special initiative at Sebby's Corner that ensures every child referred to us can celebrate their birthday, no matter their family's financial situation. We believe that every child deserves to feel special and recognised on their birthday, and our team works hard to make that happen. Each child referred to Birthday Club receives a thoughtfully prepared birthday package filled with joy and excitement. This includes a main birthday gift chosen to match the child's interests, additional small gifts, balloons, and decorations to make their day feel truly special. We also provide a voucher for a birthday cake so families can enjoy a proper celebration together. Thanks to our partnership with ZSL, we are also

able to offer London Zoo tickets, giving families a magical day out that creates lasting memories.

Birthday Club: Packages

You will be able to choose one of our 15 packages for the birthday child:

- Arts & Crafts Package
- Baby Package
- Barbie Package
- Beauty Package
- Cars & Vehicle Package
- Disney Package
- Dolly Package
- Fashion Dolls, Pets & Figures Package
- Football Package
- Games, Puzzles & Educational Package
- Lego & Building Package
- Marvel, Dinos & Action Figures Package
- Older Character Package
- Preschool & Role Play Package
- Younger Characters Package

They will receive 4 or 5 gifts along this theme, a £10 voucher to buy a cake, party decorations and party plates, cups and napkins. If you have any additional information about what the child likes e.g. they support Arsenal or they love Gabby's Dollhouse, please include this on the form. We cannot guarantee to include these items but if we have them in stock we will try to do so.

Birthday Club: ZSL London Zoo Tickets

As part of Sebby's Corner's Birthday Club, families are able to receive **London Zoo tickets** to enjoy a special birthday day out together.

When making a Birthday Club referral that includes zoo tickets, **referral partners must confirm the exact date the family wishes to attend London Zoo before submitting the referral**. Tickets are booked for a **specific date** and **cannot be changed** once issued.

If a family later changes their mind or is unable to attend on the chosen date, we unfortunately **cannot amend, reissue or replace the tickets**. This is due to the terms of the tickets and the way they are booked.

Please ensure families fully understand this before requesting zoo tickets, as this helps avoid disappointment and ensures this support can be offered fairly and responsibly.

Making a Referral

Becoming a Referral Partner

Once registered, you will receive: - An **ORG number**, and - An **RP number**

These are essential for making referrals. Please keep them safe.

Submitting a Referral

- Referrals are made via our online form on the Sebby's Corner website
- You do **not** need to log in to submit a referral, although you may choose to create an account
- Please include as much relevant information as possible, including:
 - Children's ages
 - Key circumstances
 - Priority needs

Demand for our services is high, so we ask referral partners to be thoughtful and proportionate when requesting items.

Booking & Appointments

After submitting a referral you will receive an **automated email** prompting you to book a collection appointment. Appointments are **not confirmed** until you receive confirmation from the Sebby's Corner team.

If a family or referral partner can no longer attend please let us know **as soon as possible** - this allows us to release the slot to another family in urgent need

Repeated missed appointments may result in future referrals being paused.

Managing Family Expectations

Helping families understand what to expect makes a huge difference to their experience.

Please ensure families know:

- Items are **not guaranteed** and depend on donations
- Support is prepacked, not bespoke shopping
- Transport home must be arranged in advance
- We may sometimes need to say no, delay support or limit quantities

Clear communication helps avoid disappointment and ensures families feel respected and prepared.

Safeguarding, Dignity & Partnership

Sebby's Corner is committed to:

- Treating every family with dignity and kindness
- Providing support without judgement
- Working collaboratively with professionals

All support is reviewed on a case-by-case basis. We reserve the right to pause or stop support if our code of conduct is breached or if there are safeguarding concerns.

Questions or Unsure?

If you are unsure whether to refer, which service is most appropriate, or how to support a family ahead of an appointment, please get in touch. We are always happy to talk things through.

Thank you for standing alongside us and helping ensure no child goes without.