

Sebby's Corner Referrals Policy

Purpose of a referrals policy

Our referrals policy is designed to ensure that:

- We can support as many families as we can, with dignity and respect, so that no child goes without the essentials they need to thrive.
- There is trust from families that they will be treated with transparency and fairness.
- Donors can trust that items they donate to Sebby's Corner will support families in need.

Who can make a referral

- Referrals will be accepted from any established professional organisation including council services, children's centres, NHS services such as midwifery and health visitors, schools, nurseries and tutors, civil society groups such as other charities e.g. refugee & asylum seeker support groups, community groups and Councillors or MPs.
- Referrers may be volunteers or employees of the referring organisation but must have authority to refer from a senior manager. Referrals should be made using an organisational email, not a personal account such as hotmail.com
- Once you have registered as a Referral Partner, you will be given an RP number. This number must be used when making referrals. Your organisational department will be given an DEP number which you will also need to make referrals. This DEP number will be used by everyone in your department, whereas your RP number is unique to you. Any Referral Partner found sharing their RP number will no longer be able to make referrals to Sebby's Corner.
- New referrers will be provided with an introductory email and follow up phone call to explain our services and processes. When an organisation is new to Sebby's Corner, we may request more information about the nature of their work to learn more and to foster strong collaborative working.
- All referrals must be made via our online referral forms – referrals cannot be made over the phone or via our social media channels. We cannot discuss any details about a referral on our social media channels, all enquiries about the status of a referral must be done by phone or email.

Referral criteria

Sebby's Corner supports families facing financial hardship and Referral Partners are requested to make an assessment of need on behalf of Sebby's Corner. We request that Referral Partners make all reasonable effort to understand the family situation to enable them to make a fair and informed decision.

Self-referrals or referrals made by family or friends of the family will not be accepted.

Referrals can only be submitted for families with at least one child aged ten years and below (including mothers 30+ weeks pregnant).

We do not impose geographical limitations – if a family are able to get to our hub in Barnet, EN5 4DJ then they can access our support.

Families can be referred to us again for additional support 4 months after their previous visit.

The criteria for referral to Sebby's Corner is below. This list is not exhaustive, and we ask that you use your discretion if a family need support but do not fit into any of the categories below.

- Low or uncertain wage: the household has had persistently low income or are experiencing immediate crisis such as loss of job/ change in employment status, zero hours contract, illness or acute debt e.g. experiencing a house fire or large overpayment of benefits.
- No recourse to public funds: formal status for non-UK nationals who have no entitlement to most welfare benefits.
- Temporary accommodation: accommodation secured by a local authority to meet its duty under a homelessness application.
- Seeking asylum: those seeking asylum and awaiting a decision, appealing an asylum decision, or who have been denied asylum but cannot immediately leave the UK; as such entitled to health care and other support, such as education for children.
- Homeless: families without a home, and who may be staying with friends or family, in a hostel, night shelter or B&B, or are street homeless.
- Disabled or disabled family member: individual or family member with a physical or mental impairment which has a long-term adverse effect on the ability to carry out normal day-to-day activities.
- Domestic abuse: either personally or an immediate family member dealing with the impact of abuse including, but not limited to, physical or sexual, psychological and/or emotional, financial or economic, coercive control and/or honour - based.
- Affected by substance misuse: either current use of, or dealing with the impact of recent use of, drugs in an amount or method which is harmful to the individual or to others.
- Benefits sanctioned: where some benefits are stopped or reduced due to not carrying out what has been agreed in the family's claimant commitment; or appointments and/or meetings are missed.
- Debt: where money is owed to creditors, such as banks, credit card companies, or other lenders. This includes, having more debt than the family can afford, the debt is costing more than it should and /or the debt is causing emotional stress.
- Difficulties with universal credit: such as late payment of the universal credit, the wrong amount being paid, rejection of a claim (turned down) or delay waiting for an

appeal, the family being worse off on the universal credit payment, the credit payment is unable to cover outgoings or rent.

- Victim of human trafficking or modern slavery - those experiencing, or being victim to, force, deceit, fraud or coercion for the purpose of commercial sex, abuse, crime, forced labour, debt bondage or inhumane treatment.

Please ensure you have the families consent to share their information for the purposes of accessing Sebby's Corner's services.

Frequency of referral & Limits to our support

If a family's need continues, they are welcome to visit Sebby's Corner again for further support. We ask that families leave at least four months in between referrals. The four-month period refers to the date the family receives their items, not the date that the referral was submitted. This includes referrals that have been made for the same family by a different Referral Partner.

If, and when, families return to Sebby's Corner for subsequent visits, we are unable to provide the same type of equipment again if they have already been provided.

The exception to this would be where a family has outgrown the original item or their needs have changed – for example they require a different type of buggy due to the arrival of another child. We would, however, request that where possible the family swap back the original item provided.

All families must abide by the Code of Conduct when onsite at Sebby's Corner. Any family found to be in breach of the Code of Conduct will be asked to leave and will no longer be able to access support from Sebby's Corner.

During certain times throughout the year, where our operations are impacted, we may be forced to temporarily halt the submission of referrals. If this situation occurs, we will aim to either communicate this clearly on our website or via an email to all Referral Partners and clarify the situation on the referral form.

If the decision is made to temporarily halt the submission of referrals, we will do our best to limit this to a short period of time and will endeavor to include additional signposting to alternative support providers.

Guidance for requesting items

Please ensure you know what items and sizes the families need before beginning the Request Form as it cannot be saved and you will need to complete the form again if you do not press submit. Unfortunately we cannot exchange items so it is very important that the sizes requested are correct. We kindly request you do not tick every box on the form, but only ask for items the family genuinely need to ensure we can support as many families as possible.

Certain items have specific policies as outlined below:

- Clothing packs, coats & dressing gowns – we can only provide one size per child. Families can be referred again in 4 months for the next size up if they are still in need of support.
- Nappies – we will provide 3 packs for babies under 6 months and 1-2 packs for babies over 6 months.
- Formula – We only provide Stage 1 and Stage 2 formula. We will give 3 tins for babies under 6 months and 1-2 tins for babies over 6 months. We cannot provide formula for babies over 1 year.
- Bedding – Due to huge demand for these items, we do not provide bedding as standard. Bedding and beds are only provided if the family currently have none and the principles of safe sleep are unable to be adhered to.
- Towels – We only provided hooded towels for babies. We cannot provide towels for adults or children.
- Toiletries – We cannot guarantee that a child will receive branded toiletries, they may receive supermarket own brands.
- Baby equipment – Families will only receive age appropriate equipment e.g. highchairs for babies over 6 months and potties for children aged 2+.
- Buggies – Buggies are in extremely high demand and we cannot guarantee that a buggy will be available for a family. If a family do receive a buggy from us, they will not be able to receive another in a future referral – it is a one time item.
- Moses Basket – These will always be provided with a brand new mattress.
- Crib/Side sleeper/Cot/Cotbed - Unfortunately, we no longer stock of these items.
- School uniform – we no longer provide school uniform as part of our Essentials Support programme. If the family you are supporting need school uniform, you can refer them to our School Uniform Support which takes place every summer.

The full list of items we can provide is available on our Referral Form.

We may not have everything the family needs as we rely on donations from the local community. Equipment such as cots, highchairs, buggies are in high demand and unfortunately, we can't operate a waiting list for these popular items. We will do what we can to fulfil these requests; however, alternatives may be offered if the original request can't be fulfilled e.g. a sling may be offered if no buggy is available.

We are unable to swap or provide additional items on request after the referral has been fulfilled.

We ask that Referral Partners make reasonable efforts to set the expectations of the family regarding the availability and condition of the items Sebby's Corner provides (as detailed above).

Collecting your referral

All family support is provided through prepacked collections thoughtfully prepared by our volunteers. This involves the family (or the Referral Partner) coming to our hub to collect the items. We do not deliver items directly. Our hub address is Unit G, Queens Road, Barnet, EN5 4DJ.

A Prepacked Collection means our dedicated volunteers will prepack the items that have been requested ready for the family to collect. Please ensure the family has a suitable method of transportation for getting their items home. Families often leave with several large bags of items.

Families must also have their reference number when attending an appointment – without this, we will not be able to give them their items.

We kindly ask that you or the family inform us as soon as possible if they can no longer attend the appointment so that we can offer that appointment to another family in need. If a family does not turn up to collect their items and another appointment is not rebooked within 1 working day, the referral will be cancelled, and the items will be unpacked and reallocated to another family in need.

From January 2025 we are delighted to be using the Language Line service for any families in need of a translator. If the family need translator services, please let us know on the referral form.

Birthday Club

Children who are referred to our Birthday Club receive a main gift (up to the value of £20), a few smaller gifts, balloons, decorations and a voucher for a birthday cake. Any child up to age 10 can be referred, if they are from a disadvantaged background. We are delighted to partner with ZSL so families can also receive London Zoo tickets for a family day out to celebrate their child's birthday. Children need to be referred by a professional. The professional (who we call our "Referral Partner") must also be registered with us. Once they are registered, the Referral Partner will complete a Birthday club referral form. This form asks for the family's details as well as what item the child would like for their birthday. Once the form has been completed, they will book a Birthday Club Collection to collect the items from our hub in Barnet, EN5.

This is a year-round service so children can be referred at any time but we need at least two weeks notice. Please note the child's birthday must be in the next 8 weeks and we cannot provide gifts for a child whose birthday has already passed.

Please note we cannot provide tablets, Kindles, game consoles, or games, smartphones or other personal devices, weapons or weapon-like toys or any toys with a minimum age recommendation higher than the child's age (e.g., a toy labelled 3+ for a 2-year-old).

Finally, please note that tickets provided by Sebby's Corner for ZSL London Zoo are non-amendable due to poor weather conditions. Requests for amendments due to extenuating circumstances such as illness will be considered on a case by case basis. Approval is not guaranteed and will be at the discretion of Sebby's Corner.

After the referral is completed

Once a referral has been completed, we will feedback to you with a list of items received and any relevant safeguarding information or concerns. Sebby's Corner may refer the client to other relevant organisations or services if any safeguarding concerns or additional support needs are identified, in accordance with our safeguarding policy and procedures. These organisations will

be checked, and we will only share names, addresses, contact details and a brief outline of the relevant information to the third party, in the best interests of the family.

Donating back items

We do encourage families to donate back any items that are no longer needed, ensuring they are clean and in good order, so that they can be re-gifted out to more families.

In order to facilitate supporting as many families as possible, families may be requested to donate back any major items they have been given by Sebby's Corner which they no longer need if they are moving on to the next stage of travel equipment. For example, a family who have been provided a buggy suitable from birth and who now need a double buggy for a toddler and newborn will be asked if they are able to bring the original buggy back.

Whilst we encourage the regifting to another family of items, we appreciate this is not always possible. We do request that families do not sell items that have been provided by Sebby's Corner once those items are no longer needed.

Grounds for refusal of referral by Sebby's Corner

In very rare situations, Sebby's Corner reserves the right not to accept a referral, for example if a family have broken the Code of Conduct at a previous appointment.

In this instance Sebby's Corner will:

- Communicate clearly to the Referral Partner what the grounds for refusal are;
- Communicate directly with the family to explain why the referral has been rejected.

All families attending Sebby's Corner must have been referred AND have a prebooked appointment. If a family arrives at Sebby's Corner before a referral form has been submitted or without a prebooked appointment they will be asked to leave. We do not have the capacity to safely look after families at our site if we become overcrowded by families without appointments. Referral partners who repeatedly send families to Sebby's Corner with appointments will unfortunately have their registration cancelled and be unable to make future referrals.

In some circumstances we will request that a family seek support from another provider, rather than from Sebby's Corner. This may be because:

- The family's last referral was made less than four months prior
- The family is requesting a single item we do not have in stock.

In these circumstances, Sebby's Corner will advise the family and original referrer of alternative local support.

Policy reviews

We are happy to discuss the Referrals Policy at any time with our Referral Partners and welcome their feedback on our processes, in the interest of making them as accessible and welcoming as possible for the families we support.

This policy will be reviewed annually. Signed:

A handwritten signature in black ink, appearing to read "Bianca Sakol".

Bianca Sakol MBE, CEO, Sebby's Corner

Last reviewed January 2026