


Open Hands is a charity seeking to meet the needs of those suffering poverty in Leicester. Please complete this form to refer a household in need of furniture, this referral is valid for 6 months. To refer an individual for other services please send a request by email to admin@openhandsleicester.org.uk.

Please note that we cannot accept unsigned or incomplete referral forms.

ABOUT YOU (Referee)

Organisation:	<input type="text"/>	Open Hands  Reg. Charity Number: 1121334 www.openhandsleicester.org.uk Follow us @OpenHandsLeics
Your name:	<input type="text"/>	
Your position:	<input type="text"/>	
Contact number:	<input type="text"/>	
Email address:	<input type="text"/>	

- I confirm that the household I am referring is in genuine need of your charity's services
- I consent for Open Hands to store & use my data to communicate regarding Open Hands' referral procedures in line with the charity's data protection policy and General Data Protection Regulation (GDPR) guidelines

Referee's Signature: **Date:**

ABOUT YOUR SERVICE USER

Name:	<input type="text"/>	Language(s):	<input type="text"/>
D.O.B:	<input type="text"/>	Phone Number:	<input type="text"/>
Gender:	<input type="text"/>	Address (including Postcode):	<input type="text"/>
Nationality:	<input type="text"/>		
Ethnicity:	<input type="text"/>		

Family:

Number of adults in family

Number of dependent children (if applicable)

Work/Benefit Status:

Employed full time

Employed part time

Unemployed

Not on benefits

Barred from benefits

Awaiting benefits

Collecting benefits

Accommodation Status:

Private rental

Council - temporary

Council - permanent

NASS (Asylum Seeker) Housing

Living with family/friends

Living in a hostel

Homeless

- I consent for Open Hands to store and use my household's data for the purpose of access to the charity's services in line with the charity's data protection policy and in line with General Data Protection Regulations (GDPR).

Service User's Signature: **Date:**

ABOUT YOUR SERVICE USER'S NEEDS

Please indicate for which items you wish to refer your service user.

Bedroom	Tick if needed	Kitchen	Tick if needed	Lounge/Dining	Tick if needed
Bed (Single)		Fridge		Sofa	
Bed (Double)		Freezer		Armchair	
Mattress		Washing Machine		Dining Table	
Wardrobe		Microwave		Dining Chairs	
Chest of Drawers				Coffee Table	

Accessing Furniture Services

- **MEANS-TESTING** – Every individual requiring furniture will be assessed through a means-testing process. This requires an individual to provide evidence of their income including access to any benefits. For those with access to benefits, items will be available at a reduced cost. For those unable to access public funds, the charity will consider each individual's circumstances and act accordingly to meet their needs.
- **PAYMENT** – Payments must be made using cash at the time of the appointment*.
- **APPOINTMENTS** – Furniture is allocated on an appointment basis only. Your service user will be contacted to arrange this using the contact details provided. *Appointments 10am-12pm Tues*
- **DELIVERY** – Delivery will be arranged at the furniture appointment with your service user. The cost associated with delivery and/or installation of furniture is included within each item's individual unit cost. Every service user will be required to agree and sign a copy of the charity's delivery policy (available on the Open Hands website) before a delivery is arranged

*All payments will be reinvested into the work of Open Hands.



What Next?

Once we have received a signed and completed referral by email (to admin@openhandsleicester.org.uk) your service user will be contacted to arrange an appointment.

Our furniture services are available by appointment on Tuesdays and Thursdays from 9am – 10am.

Service Users must bring a form of identification with them on every visit.

Please note that while we aim to meet your service user's needs as best we can with our donated stock, we cannot guarantee availability of requested items.

Address

Open Hands Compassion Centre
19 Lower Willow Street
Leicester
LE1 2HP

For Office Use Only: Checked ID [] Means-tested [] Appointment booked []

Evidence of Income: No Recourse to Public Funds [] Universal Credit [] State Pension (no other pension) [] Carer's Allowance [] Incapacity Benefit [] Personal Independence Payment (PIP) [] Other [] _____