



Godalming & Villages Community Store

providing food and household supplies for those in need

Referral Policy

Godalming and Villages Community Store is a referral food bank serving Godalming, Farncombe, Milford, Witley, Compton, Hurtmore and Bramley. We are a charity and entirely reliant on food and financial donations from people who live in the Godalming and surrounding villages area.

Initial referrals can be made from any professional working with an individual or family who is in a position to observe that help is needed. This includes (but is not limited to) Social Workers, GPs, Homestart, Home School Link Workers and Citizens Advice. The referral is for the client and any family members they live with, including their partner.

The referral can be made for up to 3 months on a weekly, fortnightly or monthly basis. We have very few weekly appointments so please only refer weekly if absolutely necessary (client has to walk to us so can't carry much, or has no money at all due to debt, UC stopped or waiting for UC).

The Community Store provides basic household and personal hygiene items, a wide range of tinned/packet goods and a small range of perishables such as fresh fruit & veg, butter, cheese, yoghurts and frozen items. We may not always have perishables in stock.

Most foodbanks only supply 3 days worth of basic food – we strive to provide a more substantial offering, but it should never be expected that we supply 100% of a household's needs.

After the initial referral period has finished, clients are able to be re-referred to us again, however it is our policy that further referrals must be sought through Citizens Advice. The reason for this is to ensure that those needing ongoing support are getting all of the help and advice available to them.

We accept referrals in good faith on the understanding that clients are working towards a situation where they need not rely on us long term. We expect that clients take only what they need for their household and do not abuse the system by using more than one foodbank or taking more than they require. We will terminate referrals for those who abuse the generosity of our community.

September 2023