

Moray Fresh Start SCIO

Starter Pack Guidance Notes – November 2020

We are a local registered charity run entirely by a team of unpaid part-time volunteers. We aim to support people in Moray who have been homeless or are in need by providing a Starter Pack of basic household goods.

We do this by responding to this individual application forms submitted by official referral agencies. **Always apply through an agency such as Moray Council Housing Support, not directly to us.**

Each Starter Pack is made up of a combination of new items such as kettles and duvets and donated items like curtains, bedding and towels. We do not supply furniture such as beds, table etc... Everything is carefully chosen to help people settle into their new tenancy. For a limited period we are also able to supply microwaves, but you must explain in the application form ***why your client needs one***. Microwaves are most likely to be available to applicants with children, or to young people (19 or under).

Staff of an agency such as Moray Council Housing Support, SACRO, Moray's Women's Aid etc can apply for a Starter Pack on behalf of a client who is in need. We may need to seek additional information if we are not convinced the application is genuine. *We do not have the means to identify whether applicants are in genuine need, and so we rely upon the referring agency to carry out appropriate checks to identify their needs.*

Please complete the attached application form as accurately as possible and only request items that your client needs. Asking for 'nice to have' items – especially microwaves - may deprive other applicants. We cannot always guarantee stock availability of all items.

Confidentiality is ensured by only requesting the **first name** of the applicant plus the **first letter** of the applicant's surname, and the area of the new tenancy, e.g. Elgin, Buckie, Forres, etc.

Our website has the current version of the Application Form giving details of the items available.

<http://www.morayfreshstart.org.uk>

Please give your contact details and at least 48 hours' notice of the client's need for the Pack, the more notice the better. Each pack is made up to individual requirements.

Packs must be collected at the mutually agreed time between 08.45 a.m. and 11.00 a.m. Monday to Friday by the referral agency contact or a colleague from:

MFS Distribution Centre

Unit 10

Elgin Business Centre

Maisondieu Road

Elgin

IV30 1QP

Our relationship is with the referral agency and *we will not deliver to clients*. The pack must be collected by the referral agency contact or a colleague, and *not by the client applicant*.

Email the completed application form to **contact@morayfreshstart.org.uk** For enquiries please email contact@morayfreshstart.org.uk

Many thanks for your cooperation in helping us support people throughout Moray. Please try to ensure that a Feedback form is completed and returned to Moray Fresh Start, or at least pass on any comments.

Moray Fresh Start SCIO

Starter Pack Application Form - November 2020

The form can be completed in Word in the editable boxes. Please do not press ENTER in the editable boxes but use TAB to move through the form or click in the appropriate boxes. Alternatively, print out the blank form and complete by hand, then scan and email to Moray Fresh Start.

Name of the Referral Agency			
Date of Application			
Referral Agency Contact Details			
Postal Address			
Contact Name			
Contact email			
Contact tel. Number(s)			
Indicate the preferred date(s) and time(s) for the collection. We have a limited number of volunteers to administer the assembly of the packs so please be as flexible as possible. One of our volunteers will confirm or discuss the collection arrangements with the named contact.			
Collection date		Collection time (08.45-11.00)	
Applicant details			
Adult Applicant <i>First name(s)</i>		Adult Applicant surname FIRST LETTER ONLY	
Town			
Ages of everyone who will receive the Starter Pack items - including Children			
Number of Males	Age	Number of Females	Age

Moray Fresh Start SCIO

Starter Pack Application Form - November 2020

Electrical Items							
Kettle		Toaster		Iron		Light bulbs (bayonet)	
Microwave		Explain in box at bottom of form why a microwave is needed					

Bedding items							
Number of double beds		Number of single beds		Number of cots		Towels	
Duvet		Duvet		Blanket		Bath	
Pillow		Pillow		Sheets Click or		Hand	
Bed linen set		Bed linen set				Tea	

Kitchen items							
Dinner Plates		Side plates		Bowls		Mugs	
Cutlery		Kitchen Utensils		Kitchen knife		Scissors	
Chopping board		Grater		Tumblers		Casserole dish	
Frying pan		Saucepan		Milk pan			

Cleaning items							
Cleaning materials pack		Small bin		Washing up bowl		Laundry basket	
Sweeping brush		Dustpan & brush		Mop & bucket		Dental pack	

Other items							
Notepad & pen		MFS Feedback form		x			

Curtains (all measurements in inches please!)			
Room	Width of window	Height of window (sill to curtain rail)	Numbers of pairs

A short explanation of why your client needs a microwave.					
Email the completed application form to contact@morayfreshstart.org.uk					
Pack Collected By		Signature		Date	