

Wood Street Mission – Family Referral Guidelines 2018

- **Families must be referred for help by a professional aware of their circumstances.**
 - Workers making the referral should have a good knowledge of the family's circumstances. Referrers **must** get the consent of the family.
 - We take referrals from both statutory and voluntary agencies.
- **The family must have children or be expecting children**
 - We help low income families with children up to the age of 18.
 - We can also provide help to pregnant women.
- **Families must be on a low income and in need**

We are looking to reach the top 5% of children living in poverty and need worker confirmation that the family has significant financial difficulties.

Many of the families using our service will be on means tested benefits such as Universal Credit, Income Support or Income-based JSA.

Others will struggle on low wages and irregular work hours or not be able to access the benefit system. We would consider a family in need if they cannot provide essential items for their children. This could also be due to benefits sanctions or changes or having no recourse to public funds, domestic violence or relationship breakdown, unsustainable debt, additional costs due to disability or ill-health, or other crises.

It could be because a family on low income is unable to afford the expense of Christmas, the new school year, or moving accommodation. This is not an exhaustive list.

- **Families must live in the Manchester or Salford area**

We **cannot** help families living in another area of Greater Manchester (i.e. Trafford, Tameside). We can help if a family has been temporarily housed in another area but previously lived in Manchester or Salford.