

Warm Handover Incentive

For Community Food Projects in Suffolk

About

This guide shows community food projects in Suffolk how to join the Warm Handover Incentive.

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[Suffolk Information Partnership \(SIP\)](#)

ABOUT THE SCHEME

This Warm Handover Incentive has been designed to encourage food projects to refer clients to important wraparound services which support them out of hardship, focusing on VCFSE services who deliver support on **employment, housing, debt and/or benefits.**

It is expected that this scheme will strengthen the partnership between food projects and specific wraparound services, fostering long term relationships.

We also wish to acknowledge the work undertaken by community food projects and VCFSE services providing specific wraparound support to clients. The scheme seeks to do that by offering payments to give some financial support to these projects and services.

Why the Warm Handover?

The Warm Handover scheme is a tried and tested system for tracking referrals. We want to encourage food projects to work closely with VCFSE partners who meet and exceed the threshold for a quality service, that are resilient organisations and are well governed. The SIP is the ideal place for this ongoing relationship.

WARM HANDOVER REFERRALS

What is SIP and what are Warm Handovers?

The [Suffolk Information Partnership](#) is a network of VCFSE and Statutory organisations that work together to provide support to vulnerable customers, and via the Warm Handover Referral Scheme, a secure online referral process, which can help them to access services that they may not be able to on their own.

A [Warm Handover](#) is where you have a conversation with a client and identify other support that they would benefit from that your organisation does not provide, but that you know others do. You can pass their personal information on to useful organisations by completing an online form and selecting which organisations the referral goes to. The organisations will then contact the client to offer support.

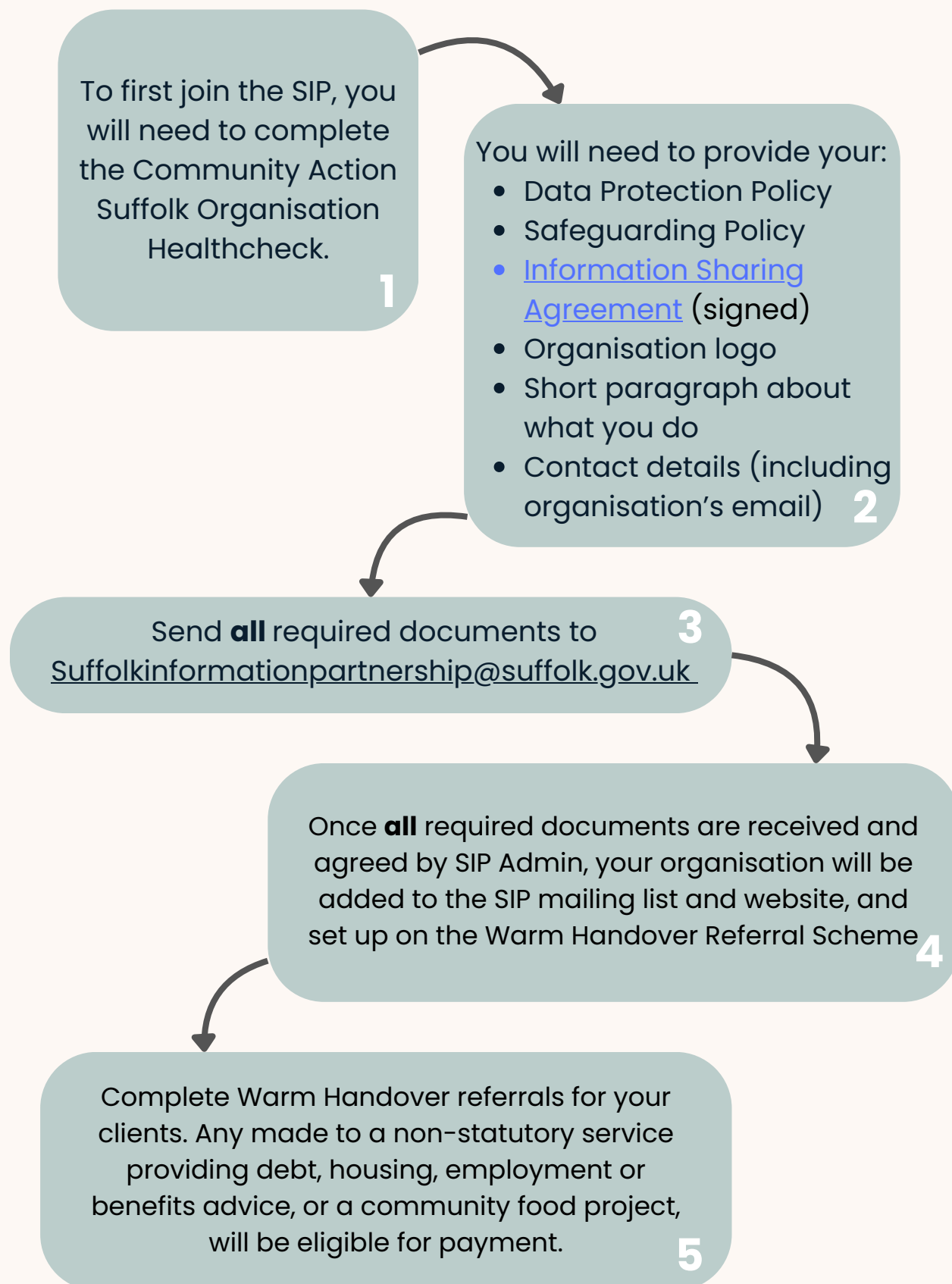
The process is for vulnerable clients or those you feel will not contact an organisation if you just signpost them.

Warm Handovers are quick and easy – you only need to fill out one form and the services and organisations on the other end will step in to support your clients. Using the Warm Handover means your clients will not have to keep repeating their story.

Access training for the SIP and Warm Handover scheme [here](#). The CAS Food Team also aims to provide an information session for this scheme. You will be supported throughout the whole process.

REGISTERING

How to join the SIP and Warm Handover Incentive



ELIGIBLE FOOD PROJECTS

To be eligible for this incentive, you must:

- Be a **community food project** in Suffolk
- Able to refer willing clients for further support around employment, debt, housing and/or benefits issues they are experiencing
- Join or be an existing SIP **and** Warm Handover partner
- Complete [Community Action Suffolk's Organisation Healthcheck](#).

For any queries or support, please contact the CAS Community Food Team (pg 9)

ELIGIBLE REFERRAL PARTNERS



Which partners can you receive the incentive for referring to?

We recommend looking at the SIP “What Partners Do” spreadsheet for the most up-to-date list of referral partners. Only the Warm Handovers which include a referral to a non-statutory SIP partners offering Employment, Benefits, Housing or Debt Advice, are eligible for payment. The list of eligible partners is expected to grow as services expand their offer or join SIP as a new partner while the Warm Handover Incentive is in place.

A few examples of non-statutory SIP partners offering **Employment, Benefits, Housing or Debt** advice:

Anglia Care Trust
Citizens Advice Diss and District
Citizens Advice East Suffolk
Citizens Advice Ipswich
Citizens Advice Mid Suffolk
Citizens Advice Sudbury
Citizens Advice West Suffolk
Disability Advice East Suffolk (DAS)

*please refer to SIP “What Partners Do” Spreadsheet.

PAYMENTS

By offering a referral incentive payment, particularly to new onboarding food projects, we are supporting a cash first principle.

This will give you more freedom to buy food supplies in the way which best suits your project, e.g. in bulk, locally sourced, fresh produce, culturally and dietary appropriate, and more nutritious than may otherwise be provided. You could also use the referral payments to support other areas of your project, such as buying storage solutions, training volunteers or buying technology to support the project.

Food projects who make referrals to the specified list of wraparound services will receive a flat fee of £30 *per each individual referred*. There is not £30 available for each service referred into. E.g. £60 is not accrued for referring one person to two organisations, or £120 for referring an individual to four services.

How much will my project receive per each Warm Handover referral?

PAYMENTS

Referral figures will be taken from **1 August 2024** onwards. There are anticipated to be nine referral windows of about three months each – payments will be made shortly after the window. Note the first window is two months due to the initial setting up of the scheme. The first payment in the scheme is expected to be made during October 2024.

The food programme which this scheme sits under, will close in November 2026. To ensure there is enough time to monitor and evaluate the scheme, referral figures are expected to be captured up to **30 September 2026**. Shortly after, the final payment for the previous quarter will be made.

However, there is a finite budget for the incentive scheme, which was based on historic referral data and includes an uplift in referral numbers. It is possible that there will be more referrals than expected and/or more SIP partners expand their services to cover the categories eligible for the scheme. Therefore, there is **no guarantee** that the scheme will stay open until 30 September 2026, and we may need to shut the scheme early.

The scheme will be monitored carefully each quarter, so the SIP will have a clear forecast of how the project is going. If the figures are showing that the scheme needs to close early, all partners will be informed of this and given as much notice as possible of the change.

PAYMENTS

If you are yet to receive payment for referrals under this scheme, first check you qualify for the incentive, and then check you have the correct bank details with SIP. Any further concerns, contact SIP for support. Please note the team will aim to make payments shortly after the referral window period, but has limited capacity to administer this, so is grateful for your patience.

Referral figure windows for payment:

- 1 August 2024 – 30 September 2024*
- 1 October 2024 – 31 December 2024
- 1 January 2025 – 31 March 2025
- 1 April 2025 – 30 June 2025
- 1 July 2025 – 30 September 2025
- 1 October 2025 – 31 December 2025
- 1 January 2026 – 31 March 2026
- 1 April 2026 – 30 June 2026
- 1 July 2026 – 30 September 2026

We have a separate or additional system which measures referrals – can we submit these figures to you and be paid for those clients too?

No. Payments will only be made through the Warm Handover Scheme.

SUPPORT

Training and support on the Warm Handover scheme will be available when signing up for SIP. If you have further questions about the **Warm Handover Incentive**, please contact the SIP team at Suffolkinformationpartnership@suffolk.gov.uk

For any support with the **CAS Organisation Healthcheck**, please contact Jacqui Wilkinson who is on hand to answer any questions or concerns you may have:
Jacqui.Wilkinson@communityactionsuffolk.org.uk

For general support with the Warm Handover Incentive, please call CAS on **01473 345400** and ask to speak with someone from the Food Team, or contact your local CAS Community Food Team officer via email:

- **Babergh & Mid Suffolk:** Maisie.Dyvig@communityactionsuffolk.org.uk
- **East Suffolk:** Chris.Roberts@communityactionsuffolk.org.uk
- **Ipswich:** Sara.Azeem@communityactionsuffolk.org.uk
- **West Suffolk:** Elizabeth.Evans@communityactionsuffolk.org.uk

For more useful information and support, follow [CAS Community Food Team](#) on Facebook and [sign up to our newsletter](#) by ticking 'Food Network Updates' on your CAS Membership preferences.